



Whole Pediatrics

Code of Conduct for Patients:

Respect and Courtesy: Patients should treat all staff members and fellow patients with respect and courtesy. Any form of disrespectful, offensive, or abusive behavior, including verbal or physical aggression, will not be tolerated.

Compliance with Policies: Patients are expected to comply with all the policies and guidelines set forth by the pediatric practice, including appointment scheduling, payment procedures, and follow-up instructions. Non-compliance may result in a disruption of services.

Communication: Patients should communicate openly and honestly with the healthcare providers, providing accurate information about their medical history, symptoms, and concerns. Clear communication is essential for effective diagnosis and treatment.

Timeliness: Patients should strive to arrive on time for their appointments and notify the practice in advance if they need to reschedule or cancel. This allows for a smooth workflow and helps accommodate other patients in need of care.

Confidentiality and Privacy: Patients should respect the privacy and confidentiality of other patients and staff members. It is important not to share personal or medical information about others without their explicit consent.

Cooperation: Patients should cooperate with healthcare providers, follow their instructions regarding treatment plans, medications, and lifestyle recommendations. Adherence to prescribed treatments and attendance at follow-up appointments are crucial for effective healthcare outcomes.

Safety and Hygiene: Patients should adhere to good hygiene practices to minimize the risk of infection to themselves and others. This includes proper hand hygiene, covering coughs and sneezes, and following any additional infection control measures provided by the practice.

*Adults are expected to supervise all children in their care at all times.

Code of Conduct for Staff:

Professionalism: Staff members are expected to maintain a high level of professionalism in their interactions with patients, colleagues, and the public. They should exhibit respect, empathy, and courtesy at all times.

Patient-Centered Care: Staff members should prioritize the well-being and best interests of the patients they serve. They should strive to provide quality care, ensure patient safety, and promote positive healthcare experiences.

Confidentiality and Privacy: Staff members must respect and maintain the confidentiality of patient information, ensuring it is not shared with unauthorized individuals. They should comply with all applicable privacy regulations, such as the Health Insurance Portability and Accountability Act (HIPAA).

Effective Communication: Staff members should communicate clearly, compassionately, and respectfully with patients, their families, and colleagues. They should actively listen to patients' concerns, provide information in a manner they can understand, and address questions or doubts promptly.

Collaboration: Staff members should foster a collaborative and team-oriented work environment. They should work together to provide coordinated care, exchange information effectively, and contribute to a positive and supportive workplace culture.

Continuous Learning: Staff members should engage in continuous professional development to enhance their skills and knowledge. They should stay up-to-date with the latest research, best practices, and technological advancements in pediatric care to provide the highest quality of service.

Safety and Hygiene: Staff members should follow appropriate safety protocols and infection control measures to ensure a safe environment for patients and themselves. They should maintain cleanliness and hygiene standards in all areas of the practice.

Conflict Resolution: In the event of a disagreement or conflict, staff members should strive to resolve the issue professionally and respectfully. They should engage in constructive dialogue and escalate the matter to appropriate channels, if necessary, while avoiding any negative impact on patient care.