



**Salisbury Pediatric**

Associates, PA

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## Behavior Policy

**Patient's Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

Our practice is a family friendly pediatric office caring for impressionable young children and their families. Although occurrences are rare, Salisbury Pediatrics feels strongly that our Patients, their families, and our staff deserve to be protected from verbal abuse and aggressive behavior. We all need to respect and work together for the child's best interest.

We have developed and will strictly enforce a **"No Tolerance Policy"** for abusive conduct, cussing, threatening or aggressive behavior, crude graphics or language on clothing, and larceny. These restrictions/rules apply to any and all actions toward patients, other family members, visitors, and the staff at Salisbury Pediatrics. Furthermore, these rules shall also apply to telephone calls and written communications to our office staff and clinicians. We expect a civil and harmonious environment for our pediatric patients, families, and staff.

Our mission is to provide the best care and treatment for each patient. If you have a concern or a request at any time, please call the Patient Satisfaction Team at (704) 636-5576 ext. 186. We will strive to timely address each and every request.

Please sign below that you understand, agree to, and will abide by this policy. As a "No Tolerance Policy", there will be no further warnings, second chances, or exceptions. Violations will result in immediate transfer of care health care provider of your choice. (We may provide up to 30 days of emergency care while you are completing the transfer, depending on the infraction.)

While we understand that disagreements may occasionally occur, these need to be resolved in a civil manner. Depending on the degree of infraction, we reserve the right to involve Child Protective Services, law enforcement, and other appropriate agencies should we deem necessary. We may press charges at our discretion.

Thank you for your interest in making Salisbury Pediatrics office and grounds a wholesome and safe, family friendly environment.

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**I have read and fully understand Salisbury Pediatric Associates Behavior Policy.**

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**Signed (Parent / Guardian /Patient, if over 18)**

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**Date**