

Is A Healing Environment

Aggressive or disruptive behavior will
not be tolerated

Examples of aggressive disruptive behavior include (but
are not limited to):

- Verbal or physical harassment
- Abusive or foul language
- Threats
- Physical assault
- Failure to respond to staff instructions

Our clinic follows a zero-tolerance policy for aggressive behavior.
We thank you for your adherence to this policy.

Expectations for Patient and Visitor Behavior

National Sinus Institute has a solid belief that the needs of the patient should take priority. We also believe that patients and visitors should receive the most respectful and courteous communication from NSI staff.

In addition, patients and visitors have the right to be advised of the rules and expectations that apply to both patients and those accompanying them into NSI clinics.

NSI may also enforce other rules and restrictions that are intended to increase safety.

NSI Rules & Expectations

- Patients and visitors may not engage in any form of disruptive, derogatory, threatening, harassing, or aggressive speech or actions
- Specifically, patients and visitors are not permitted to:
 - Yell, use profanity, call people names, lie or use deceptive behavior
 - Use words or actions that are humiliating, discriminatory or racist
 - Threaten anyone (physically or verbally.)
 - Sexually harass people.
 - Demonstrate behavior intended to intimidate or frighten people or show physical aggression
 - Exhibit other inappropriate speech or behavior as determined by NSI staff
 - Have any weapons at any NSI clinics.
 - Prohibited items include, but are not limited to, firearms, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage.
- Patients are expected to follow their treatment/care plan

If there are any questions about whether behavior or speech are in violation of those rules, NSI will make that determination.

Patients are expected to attend their scheduled appointments.

- If you are unable to attend an appointment, you or your family member must give appropriate notice to the clinic
- Failure to attend a scheduled appointment or to give proper notice of inability to attend will result in a \$50 fee

Patients and their visitors are expected to follow all rules and expectations.

If a visitor engages in ongoing disruptive speech or behavior, the patient may face consequences. This may include termination of patient care.

NSI's Responses to Inappropriate Speech or Behavior

- Patients who engage in disruptive or aggressive speech or actions as described above, may face consequences up to and including Termination of Patient Care.
- Termination of Patient Care will permanently end the patient's ability to access ongoing care from NSI.
- Visitors who engage in any form of disruptive behavior or speech:
 - May have the restrictions put on their future visits when accompanying a patient to a NSI Clinic
 - May be removed from the NSI clinic
- Failure to comply with NSI Expectations for Patient and Visitor Behavior and other applicable rules may result in additional action NSI. These additional actions may include but are not limited to:
 - Involvement of local law enforcement
 - Prosecution for trespassing or criminal behavior, or both

Patient Signature _____ Date _____