



## Bassett Healthcare Network

### Patient Code of Conduct Statement

At Bassett Healthcare Network (“Bassett”), our mission is improving the health of our patients and wellbeing of our communities. An important part of the way we live this mission each day is by treating all patients, guests, and colleagues with respect, compassion, and equity.

Bassett’s caregivers strive to provide a safe, equitable, respectful, and inclusive environment for all of our patients, staff, students, guests, and volunteers. We are committed to maintaining a welcoming culture that is free from any type of harassment, discrimination, or culturally insensitive or inappropriate behavior or speech. This Patient Code of Conduct helps ensure we uphold these standards and values.

All patients, guests, staff, and volunteers at Bassett Healthcare Network deserve exceptional experiences in their pursuit of health, healing, and daily work. When interacting with others at Bassett, we ask you to be considerate, respectful, and choose your words carefully. Behavior that is not in compliance with Bassett’s Patient Code of Conduct will not be tolerated on our campuses and is reportable by the victim.

Examples of words or actions that violate Bassett’s Patient Code of Conduct include, but are not limited, to:

1. Offensive remarks about someone’s race, ethnicity, accent, religion, spirituality, gender identity, sexual orientation, national origin, disability, or other personal traits.
2. Refusal to see a clinician or other staff member based on personal traits.
3. Physical or verbal threats of violence, including the use of expletives directed towards other patients or staff.
4. Physical assault or violence.
5. Sexual, vulgar, or culturally inappropriate words or actions.
6. Disrupting another patient’s care or experience.
7. Photographing or recording other patients or guests.

Abusive or disrespectful behavior by patients or visitors could result in revocation of a patient’s, and/or a patient’s delegate’s, access to MyBassett Health Connection or dismissal from services at Bassett.

Patients or guests may report grievances by contacting Bassett’s Patient Representative Services Office. They can be contacted Monday through Friday, 8:00am to 4:30pm, by calling **(607) 547-3912** or emailing [Patient-Rep-Service@bassett.org](mailto:Patient-Rep-Service@bassett.org).