



VALLEY EYECARE CENTER MEDICAL ASSOCIATES

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Notice of Behavioral Standards at Valley EyeCare Center

A Place of Mutual Respect

As your healthcare partner, we hold ourselves to the highest standards. We pledge to treat you with respect, honesty, dignity, and compassion.

We ask you, our patients and your family or visitors, for your support to keep this a place of mutual respect. We ask you to treat others with respect, honesty, dignity, and compassion.

Mistreatment & Discrimination

Valley EyeCare Center is a place of healing. Mistreatment and discrimination towards staff or providers are not allowed. It is not allowed in person, on the phone, in written form, or in any other setting. This includes any patient or visitor behavior that:

- Interferes with a safe environment
- Limits staff or providers from giving patient care
- Is abusive to anyone with the patient or anyone on the care team
- Is discriminatory or racist towards staff or providers

Examples of Mistreatment & Discrimination

- Racism towards staff or providers (for example: microaggressions or bigotry)
- Discrimination against someone based on their gender identity and expression, sexual orientation, race, religion, age, disability, or other traits
- Verbal abuse (for example: Name calling, cursing, belittling, or ranting)
- Emotional abuse (for example: Acts that make staff feel unsafe or uncomfortable, or stalking)
- Sexual abuse (for example: Unwanted touching or sexual language)
- Threatening acts (for example: Slamming doors, blocking, yelling, or bullying)
- Physical abuse (for example: Hitting, kicking, or spitting)

Our Response to Mistreatment & Discrimination

When mistreatment or discrimination occurs, a team will decide how to respond. Any mistreatment or discrimination could result in consequences up to and including:

- Reporting behavior to other staff members (for example: Managers or security officers)
- Removal from the building
- Restriction of visitors who mistreat staff and providers (for example: A visitor mistreating staff will not be allowed to enter our office space or surgery locations)
- Asking patients to leave instead of receiving care, treatment, or services temporarily (for example: Patients mistreating staff or providers will not be allowed to go to their appointment)
- Dismissing patients from our care
- Calling the police

Our Ask

As a patient at Valley EyeCare Center, we expect you and your family or visitors to:

- Report any mistreatment and discrimination you see or experience to a staff member or provider
- Help create a place of mutual respect
- Not mistreat or discriminate against any staff, providers, or others

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