

Patient, Family and Visitor Code of Conduct



Hyde Park Pediatrics
Boston Children's
Primary Care Alliance

At Hyde Park Pediatrics, our core values of kindness, respect, inclusivity, and teamwork are at the heart of everything we do. We expect all our staff, patients, families, and visitors to follow this code of conduct to support a safe and respectful environment for all:

NO disrespectful, aggressive, abusive, or violent behaviors including:

- Offensive or discriminatory comments about personal traits or identities
- Yelling, swearing, physical, or verbal threats
- Sexual or vulgar words or actions
- Refusing care based on personal traits or identities

NO purposeful disruption or obstruction of a patient's care or experience

NO photos, videos, or recordings without permission from staff

NO weapons or firearms

NO illegal drugs, marijuana, or alcohol

NO smoking, vaping, or use of tobacco products

If you violate these expected behaviors or pose a safety concern, we may:

- Call security and/or law enforcement
- Ask you to leave the patient care area or the facility

If you witness or are the target of any of these behaviors, please tell a staff member immediately.