



Accessible, Affordable, Quality Care @ Patient Centered Medical Home

Patient Name: \_\_\_\_\_

This practice is a family-friendly pediatric office caring for impressionable young children and their families. Although occurrences are rare, KidzCare 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 each other and to “follow the golden rule”.

For this reason we have developed and strictly enforced a “No Tolerance Policy” for abusive conduct, “cussing”, crude graphics or language on clothing, threatening or aggressive behavior, and larceny. These restrictions apply to any such actions toward patients, other family members and visitors, and KidzCare Pediatrics staff. 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, family, staff and clinicians.

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 to another health care provider of your choice. (We will provide up to 30 days of emergency care while you are completing this transfer of care.) Failure to sign this contract will result in discharge from the practice.

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 the KidzCare Pediatrics office and grounds a wholesome and safe, family-friendly environment.

Signed: \_\_\_\_\_ Relationship: \_\_\_\_\_

Printed name: \_\_\_\_\_ Date: \_\_\_\_\_