

## Standards of Conduct for Patients, Families, and Visitors

At UT Health Austin, we strive to create a welcoming and respectful environment for our care teams to deliver quality health care for you and your family. We encourage you to participate in your care process. Together, by being honest and working as a team in a safe and respectful way, we can provide the best care for you.

To ensure the best care experience for yourself, other patients, and our care teams, we respectfully request that you:

- Be considerate when using your cell phone or other electronic devices.
- Arrive on time for your appointment, ideally 10-15 minutes early to complete the check-in process. To respect the time and needs of patients who do arrive on time, any patient who is more than 30 minutes late for a scheduled appointment may not be seen and will likely be rescheduled.
- If you must cancel an appointment, we ask that you please do so as soon as possible and at least 24 hours in advance. We know that unexpected situations can arise at the last minute, so even late notice is appreciated. Patients who miss more than 3 appointments may not be able to be rescheduled and will be notified.
- You must get permission before taking photographs/video or voice recordings of anyone on your care team.

To ensure a safe and respectful working environment, UT Health Austin finds certain behaviors to be unacceptable. These behaviors could lead to **removal from the building and/or dismissal from the clinic. Examples of unacceptable behaviors are:**

- Disrupting another patient's care or experience;
- Bullying, intimidating, and harassing staff or other patients;
- Engaging in profanity, assault, or infliction of bodily harm to self or others;
- Engaging in or threatening violent behaviors, either in person or through other forms of communication;
- Making vulgar or derogatory remarks associated with race, ethnicity, sexual orientation, culture, language, age, disability, veteran status, or immigration status;
- Requesting, demanding, or denying clinical, learners, or other staff based on the above
- Damaging UT Health Austin property or equipment;
- Possessing illegal weapon(s) in prohibited areas; and
- Making requests that would constitute unethical or illegal behavior on the part of UT Health Austin.

UT Health Austin has a **zero-tolerance policy for aggressive behavior directed toward our providers, learners, and staff.** If you personally experience or notice any alarming or unsafe behaviors, please report them to a member of our staff immediately.