

Patient behaviour policy

As an employer, Rakaia Medical Centre has a duty of care for the mental health, physical health, safety and wellbeing of our staff. Our practice also has a legal responsibility to provide a safe and secure working environment for staff. As a result, we take it very seriously if a member of staff is treated in an abusive or violent manner. We believe that to successfully and safely provide our services, a mutual respect between staff and patients and their whanau is needed.

All our staff aim to be polite, helpful, and sensitive to our patients' individual needs and circumstances. We are mindful of the cultural diversity of our patient population, and behave respectfully when working with people of all cultural backgrounds.

While we understand that health problems can take a physical and emotional toll on patients, their whanau and their support people, it is never acceptable to disrespect our staff or make them feel unsafe in their work environment.

In order for our practice to maintain good relations with our patients, we would like to ask all our patients to read and take note of types of behaviour (list below not exhaustive), that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards practice staff or other patients, such as pushing or shoving
- Verbal abuse towards our staff in any form including verbally insulting our staff
- Racial abuse and sexual harassment
- Causing damage/stealing from the medical centre's premises, staff or patients

All instances of actual physical abuse, violence or threatening behaviour towards any member of staff, by a patient or their relatives will be reported to the police and those patients involved may be instantly disenrolled from the practice.

Where a patient or their relative or support person has been abusive towards our staff or another patient, but we deem the incident is not serious enough to warrant immediate removal, we will issue a first and final warning. This warning will record the behaviour which was observed and explain why it is unacceptable and will lay out that if any similar behaviour were to occur in the future, then we would no longer be able to provide routine medical services to that person. We acknowledge that the patient may have a different perspective on the incident that occurred and where possible, conciliation would always be the preferred route.

The removal of patients from our list is an exceptional and rare event and is a last resort when there has been an irretrievable breakdown in the doctor-patient relationship, or when the behaviour of the patient has been deemed to be a significant threat to the health and safety of our staff. We would then tell the patient in writing, explaining why we have made this decision. We would also advise the patient on where they can access continuing care.

We trust this policy is clear and supports a mutually respectful environment for patients and staff.

Patient's full name: _____

Date: _____

Patient's signature: _____