



# CODE OF CONDUCT

## FOR PATIENTS, FAMILIES, AND VISITORS

Longwood Pediatrics is dedicated to providing exceptional care while also fostering a safe and inclusive environment.

**Everyone at Longwood Pediatrics is expected to communicate respectfully.**

**Abusive language and behavior will not be tolerated here.**

**Examples of this include:**

- Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing based on one's identity.
- Refusal to see a clinician or other staff member based on their race, ethnicity, language, religion, gender identity, sexual orientation, or other personal traits.
- Disrupting another patient's care or experience.
- Yelling, swearing, or making verbal threats.
- Sexual or vulgar words or actions of any kind.

**Visitors must adhere to our rules for patient and family safety.**

*No marijuana, alcohol, or illegal drugs.*

*No firearms or weapons.*


*No photos or videos of our staff or patients without permission.*

**A violation of our code of conduct may lead to families being asked to make other plans for their children's care.**



**If you witness these behaviors at our practice, please let a staff member know.**

Contact Us

 (617) 277-7320

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