

Patient Code of Conduct

MetroHealth Clinic is committed to providing a safe, professional, and respectful healthcare environment for all patients, visitors, and staff. To support this, we ask patients to follow this Code of Conduct when visiting the clinic and interacting with our doctors and staff.

1. Respectful Behaviour

- Treat all clinic staff, health care providers, and other patients with courtesy and respect. Harassment or discrimination will not be tolerated.
- Patients must not engage in disruptive behaviour that compromises the safety of staff or other patients. It is the staff's discretion to define what behaviour is considered disruptive.

2. Zero Tolerance for Violence and Harassment

- Disrespectful language, intimidation, physical aggression, or abusive and threatening behaviours towards staff or other patients will not be tolerated. This includes sexual harassment, such as inappropriate flirting. Such actions may lead to immediate consequences, including removal from the clinic and law enforcement involvement. All incidents of violence or harassment will be reported, and appropriate actions will be taken, which may include banning the individual from the clinic.
- Patients must not bring weapons or any dangerous items into the clinic.

3. Health and Safety Expectations

- Follow infection control measures, such as wearing a mask if required, using hand sanitizer, and maintaining social distancing when applicable.
- If you have a contagious illness (e.g., flu, COVID-19, severe cold) please call ahead to discuss rescheduling or alternative care options.

4. Compliance with Clinic Policies and Staff Instructions

- Follow all clinic rules and protocols, including sign-in procedures and waiting room guidelines.
- Recording (audio or video) of staff or other patients is strictly prohibited.
- Respect the privacy and confidentiality of all patients and staff.

5. On-time Appointments and No-Show Policy

- Patients must check in at reception upon arrival and present their BC Services Card and follow. Arrive on time for your scheduled appointment. If you are late, you may need to reschedule or wait until the next available time slot.
- If you need to cancel or reschedule, a minimum of 24 hours notice is required. Repeated missed appointments or last-minute cancellations may result in fees, appointment restrictions, or dismissal from the clinic, at the clinic's discretion.