



SAFETY AND BEHAVIOR POLICY

Seeking and receiving medical care can be stressful and anxiety provoking. Challenges from all aspects may interfere with care and cause delays and frustration. For the sake of all individuals involved, civil behavior with proper respect, courtesy and manners must be maintained and observed.

VIOLENCE AND ABUSE

MCRS follows a zero tolerance policy toward violence and abuse. Physically threatening behavior or violence is completely unacceptable and will not be tolerated. Individuals who engage in this behavior will be dismissed from the practice and law enforcement authorities notified at MCRS discretion.

The use of expletives, epithets, discriminatory or derogatory words, and disrespectful language conveying abuse or bias is completely unacceptable and will not be tolerated. Individuals who do so will be asked to leave the office immediately and will be allowed to return only after providing a written apology to MCRS and its employees. Should such behavior occur a second time, the individual will be dismissed from the practice.

WEAPONS

No weapons of any kind may be carried or brought into MCRS Facilities except by legally authorized government officials. MCRS will not provide care to individuals who bring weapons into a medical facility, unless they are legally authorized government officials. Individuals possessing such weapons will be asked to lock these in their vehicles and to return to the office without them. A written acknowledgement by the individual may be required.

USE OF TOBACCO, ALCOHOL AND CONTROLLED SUBSTANCES

MCRS prohibits smoking in and around its patients, physicians and employees.

MCRS prohibits consumption of alcohol, drugs or any other substances not prescribed by a licensed physician in and around its patients, physicians and employees.



Individuals who smoke or who appear to be under the influence of any controlled substance or alcohol will be asked to leave the practice and return only when free of such influence. A written acknowledgement by the individual may be required at MCRS discretion.

NONCOMPLIANCE

Individuals who fail to comply with MCRS Policies and Procedures will be dismissed from the practice.

REPORTING AND EVALUATION OF INCIDENTS

When unacceptable or questionable behavior occurs, MCRS staff will document and record this using the incident report form.

Similarly, if patients experience questionable behavior they may request a copy of this form and submit it without fear of repercussion or compromise of medical care. This form may be signed or unsigned. It is also available on the MCRS website, but has to be submitted in person or by fax or mail and cannot be submitted electronically.

MCRS will review the report within seven days and determine if any action is necessary. A written response will be made and a copy given to all parties involved.

MCRS reserves the right to dismiss a patient or staff member whose behavior proves unacceptable and does not comply with MCRS policy.

It is MCRS policy that 3 such incidents will be tolerated per individual after which the individual will be dismissed.

Patient Care

MCRS strives to provide the highest quality care to our patients. Circumstances may arise in which this does not happen. Should compromise of care occur or be perceived by any individual or should a complication occur during routine provision of care, MCRS encourages its staff and patients to report this using the attached form. It is MCRS policy that documenting, and reviewing such events is critical to prevent recurrence and to improve patient care.