

Your Responsibilities and Code of Conduct as a Patient

At Oneida Health, we believe patients and families are partners in ensuring that the high quality healthcare is provided in a healthful, safe environment. Everyone should expect a safe, caring, and inclusive environment in all our spaces. With this Code of Conduct, there is hope that our relationship will be nurtured in the spirit of mutual trust, consideration, and respect. We count on you to participate in your care in the following ways:

- To provide, to the best of one's ability, accurate and complete information about past and present illnesses, complaints, medications, and other matters relevant to one's health care. One must provide information that facilitates their care, treatment and services.
- To report any unexpected change in patient condition to the attending or covering physician or member of the nursing staff.
- To ask questions or acknowledge when he/she does not understand or comprehend the plan of care, teaching plans, treatment course, care decisions or what is expected of them.
- To follow the treatment plan recommended by the physician primarily responsible for the patient's care. The patient is responsible for their actions if they choose to refuse treatment or do not follow the physician's instructions.
- To call and reschedule or cancel appointments to assist in offering services to other patients needing care.
- To follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals at Oneida Health, including upholding our smoke free policy.
- To be considerate of the rights of other patients as well as those Oneida Health personnel.
- To be respectful by maintaining civil language and conduct in interactions with staff and providers. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome and may lead to discharge. Examples of these include:
 - Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
 - Physical or verbal threats and assaults
 - Sexual or vulgar words or actions
 - Disrupting another patient's care or experience
- To assist in the control of noise, smoking, number of visitors, and the respect of property of others.
- To meet any and all financial commitments.