

# Code of **Conduct**

for Primary Health Care Facilities



## **A** *We the staff of*

- ✓ Provide service that is fair, equitable, and respectful, regardless of clients' race, religion, age, education, economic status, political affiliation, national origin, gender, health status, or sexual orientation
- ✓ Provide the best possible care we are able
- ✓ Keep all patient information private and confidential
- ✓ Deliver appropriate and timely information on patient care and treatment
- ✓ Communicate effectively and respectfully to provide the necessary support to patients
- ✓ Ask for consent before services and treatment are administered
- ✓ Provide you with the most professional health care possible

## **B** *We ask you to*

- ✓ Offer your understanding and cooperation
- ✓ Respect our staff and other patients
- ✓ Respect the privacy and confidentiality of other patients
- ✓ Ask questions and be engaged in your care or treatment
- ✓ Adhere to the rules and policies of this facility

For compliments or concerns call the Help Line at 467-9500