

# *Expected Behaviour Policy*

April 2023

As a practice we are very aware that visiting your GP can sometimes be stressful and concerning for patients. Our staff are trained and dedicated to serve you and you will be treated with courtesy and respect at all times. In return, we request that our doctors, staff and nursing team are treated with the same courtesy and respect.

Talunga Clinic expects that all patients and visitors will be respectful and courteous when interacting with staff, both in person and over the telephone. Patients and visitors should:

- treat others as they would like to be treated
- use appropriate speaking level and tone
- communicate without using threats, abuse or offensive language
- use language that is respectful and free from sexist and racist connotations
- act without using offensive gestures or behaviour

## **Should Talunga Clinic staff be subject to abusive, threatening or violent behaviour, they will:**

1. Explain that the behaviour being displayed is not in line with our Expected Behaviour Policy
2. Ask that the behaviour ceases immediately
3. Warn that they will end the conversation, or ask the person to leave the premises if the aggressive behaviour continues
4. Call a manager to assist with the situation
5. Request police attendance if deemed necessary

Persons displaying repeated abusive, threatening or violent behaviour will be asked to transfer their care to another clinic.

We are confident you will understand that proper behaviour is absolutely necessary for the safety and wellbeing of both patients and staff. Non-adherence to the Expected Behaviour Policy will not be accepted.

Thank you for your understanding and compliance.

Talunga Clinic Management