

# Patient and Visitor Code of Conduct

Surgicare of Hawaii is dedicated to delivering high-quality care within a safe and respectful environment that fosters health and healing for all patients and community members.

To uphold the safety, compassion, and inclusivity of our hospitals and care sites, we request that all patients and visitors adhere to the following Code of Conduct, that is shown by our staff and providers.

## PATIENTS: What You Should Do

- Be Respectful: Treat staff and other patients kindly.
- Respect Privacy: Do not bother other patients or interrupt their care.
- Be Honest: Tell the truth about your health and answer questions fully.
- Listen to Your Care Team: Follow their directions and ask questions if you are unsure.
- Take Care of Hospital Property: Use things in the hospital the right way and don't damage them.

## VISITORS: What You Should Do

- Observe Visiting Hours – Comply with posted schedules and restrictions.
- Remain Calm and Courteous – Minimize noise and interruptions.
- Promote Healing – Avoid bringing in prohibited items.
- Adhere to Staff Instructions – Follow facility policies/guidance provided by staff members.
- Limit Group Size – Be mindful of room capacity and patient comfort.

## PROHIBITED BEHAVIORS

- Use of tobacco products and smoking-related devices, including electronic smoking devices, on Surgicare of Hawaii premises.
- Physical assault, including but not limited to grabbing, kicking, hitting, spitting, biting, or inappropriate contact.
- Verbal abuse, threats, or the use of sexual or disrespectful language in any format (in person, phone, written, or electronic).
- Destruction of property or throwing objects.
- Possession of firearms, weapons, alcohol, illegal substances, or unauthorized drugs on Surgicare of Hawaii property.
- Intimidation or harassment directed at staff, patients, or visitors.
- Discriminatory comments concerning race, accent, religion, gender, sexual orientation, or personal characteristics.
- Refusing care from providers or staff based on their personal attributes.
- Unauthorized recording, photographing, or filming in clinical areas or locations where staff or patients may be observed.

## ENFORCEMENT

Appropriate measures will be taken to ensure the safety of our colleagues, members, and patients should the code of conduct be violated.

- Emergency care and assessments required under the Emergency Medical Treatment and Active Labor Act (EMTALA) will be provided.
- Non-emergent patients, family, and visitors failing to comply may be asked to leave the premises and, depending on the nature and frequency of violations, may be restricted from future access.

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If you witness or experience any prohibited behaviors, please notify your care team immediately.

Our community should treat everyone with respect and kindness. By following these rules, we help make sure everyone feels safe and welcome here. It is important to talk clearly and be honest with each other so we can work together and help each other. When we respect these rules, Surgicare of Hawaii stays a safe and friendly place for care and support.

# SURGICARE OF HAWAII

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