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Milford Regional Adopts Patient and Visitor Code of Conduct

Milford Regional Medical Center has adopted a new Patient and Visitor Code of Conduct. The new code is intended to establish an expectation of respectful behavior from patients and visitors in order to provide for a secure, caring and inclusive atmosphere throughout the Milford Regional system.

This measure is in response to the growing number of acts of violence and aggressive behavior toward healthcare workers across the state and throughout the nation.

Milford Regional's Patient and Visitor Code of Conduct specifies that words or actions that are considered disrespectful, racist, discriminatory, hostile or harassing will not be tolerated. Examples include:

- Offensive comments about others' race, ethnicity, accent, religion, gender, sexual orientation or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits
- Aggressive or intimidating behavior, physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience

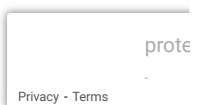
"Being clear about expectations for behavior will translate to a stronger culture of respect and a safer environment for all," said Milford Regional Chief Medical Officer Peter Smulowitz, MD. "Although acts of aggression or violence are an unfortunate reality in today's healthcare settings, our Code of Conduct will help reinforce a safe and trusted environment that everyone should continue to expect at Milford Regional."

Communication promoting the Code of Conduct is visible throughout the Milford Regional system and can be viewed on Milford Regional's website at

<https://www.milfordregional.org/patients-visitors/patient-and-visitor-code-of-conduct/>

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Milford Regional Medical Center is a full-service, community and regional teaching hospital located in Milford, Mass. and serves patients from more than 20 towns in Central Massachusetts. The 148-bed medical center is a nonprofit, acute-care facility, where more than 300 primary care and specialty physicians are committed to providing exceptional healthcare services to our community with dignity, compassion and respect.





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