



HSHS Patient Code of Conduct

To ensure a safe and inclusive environment for all staff, providers, visitors, and patients, Hospital Sisters Health System (HSHS) expects visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of HSHS patients and staff.

As a patient visiting our hospital or practice, please consider the following:

- If you have any questions about the care or are unhappy with the service received, please contact a manager so that any clarifications about your care or the services you received can be addressed.
- Questions about your billing can be addressed by contacting Patient Financial Services:
 - (For Illinois) Toll Free Number: (800) 994-0368
 - (For Eastern WI) Toll Free Number: (800) 211-2209
 - (For Western WI) Toll Free Number: (888) 445-4554 x4141
- Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away.
- Adults are expected to supervise their children.

The following behaviors are prohibited:

- Possessing firearms or any weapons on our premises
- Physical or verbal threats and assaults
- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff members based on personal traits
- Sexual or vulgar words or actions
- Damaging business equipment or property
- Making threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication
- Disrupting another patient's care or experience
- Audio and/or video recording of staff during care or treatment

Some violations of this Code may lead to patients being asked to make other plans for their care and future non-emergency care. HSHS has a zero-tolerance policy for aggressive behavior and HSHS leadership supports team members in pressing charges for aggressive behavior directed by patients against our staff. Aggressive behavior may result in removal from this facility and could lead to an arrest.

If you witness or are the target of any of these behaviors, please report it to a member of your care team. Everyone following a shared code of conduct is essential and we thank you for doing your part.