

Patient Code of Conduct

At **Koch Eye Associates**, we're committed to delivering exceptional care in a space where every person feels safe, valued, and respected. We believe that healing happens best in an environment rooted in kindness, inclusion, and mutual respect.

To help us uphold these values, we've created this **Patient Code of Conduct**. It's one of the ways we care for our community — our patients, families, and team members alike.

We ask that all who come through our doors join us in creating a welcoming and supportive environment by refraining from any behavior or language that may cause harm. This includes:

1. **Offensive remarks** related to someone's race, ethnicity, accent, religion, gender, sexual orientation, disability, or other personal traits
2. **Refusing care** from a clinician or team member based on personal characteristics
3. **Verbal or physical threats**, aggression, or intimidation
4. **Sexual, vulgar, or inappropriate** language or behavior
5. **Disrupting the care** or experience of other patients

If something concerning happens, we want to understand it. If we believe there's been a violation of this Code, we'll offer you an opportunity to share your perspective. We're committed to listening carefully and treating everyone with fairness and dignity.

In rare situations, certain behaviors may lead us to reassess whether we can safely and respectfully continue care at **Koch Eye Associates**. Any decisions will be made thoughtfully, with a focus on maintaining a safe space for all.

If you witness or experience behavior that makes you feel unsafe or disrespected, please don't hesitate to speak with a member of your care team. We're here to support you.

Thank you for being part of a compassionate, caring community. Similar standards are followed by healthcare systems across the country, as we all work together to make care better — and kinder — for everyone.