

Patient & Visitor Code of Conduct

Purpose

Buffalo Medical Group is committed to providing safe, high-quality, respectful, and patient-centered care. To support this, we ask all patients, family members, and visitors to follow this Code of Conduct while under our care, visiting our locations, interacting with our staff, or using our communication tools. This helps create safe, respectful, and welcoming environment for everyone.

1. Respectful Behavior

Patients, family members, and visitors are expected to:

- Treat providers, nurses, staff, volunteers, and other patients with courtesy, dignity, and respect at all times.
- Use respectful language. Do not use profanity, slurs, discriminatory remarks, or verbal abuse.
- Communicate honestly and respectfully. Focus on the issue and avoid threats or intimidation.

2. Prohibited Conduct

To maintain a safe environment, the following behaviors are strictly prohibited:

- Threats, intimidation, or harassment of any kind, including sexual harassment, or harassment based on race, ethnicity, religion, or other protected characteristics.
- Physical aggression, including hitting, pushing, throwing objects, or any action that could harm others.
- Yelling, name calling, or lying to providers or staff.
- Carrying weapons or dangerous items (prohibited items include, but are not limited to, firearms, knives (including pocketknives), blades, clubs, chemicals, and any other object that can cause physical harm).
- Destruction or theft of property.
- Recording audio/video, or taking photos in any clinical areas, or in other areas where staff or patients may be recorded, without their explicit consent.
- Any behavior that jeopardizes safety, disrupts operations, or makes others feel unsafe.

3. Attendance at Scheduled Appointments

Please arrive on time for your scheduled appointments. If you cannot make an appointment, you (or someone on your behalf) must notify Buffalo Medical Group as soon as possible – no less than 24 hours prior to scheduled appointment.

4. Compliance With Medical and Administrative Instructions

As a patient, you must:

295 & 325 Essjay Road
Williamsville, NY 14221

85 High Street
Buffalo, NY 14203

3900 North Buffalo Road
OrchardPark, NY 14217

6950 South Transit Road
Lockport, NY 14094

Main: 716.630.1000 | Admin: 716.630.2500 | Billing: 716.630.2600

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- Follow your provider's instructions about your treatment, care plan, testing, medicines (including controlled substances), and follow-up care.
- Ask questions if you do not understand your care plan and what you are expected to do.
- Honestly disclose your medical history, medications, and symptoms.
- Tell your provider immediately about any changes in your condition or anything that seems unsafe.
- Complete required forms when requested (for example, insurance, work/school, or attribution paperwork).
- Allow a reasonable amount of time for providers and staff to complete forms, paperwork, and other administrative requests.
- Follow reasonable instructions from staff.

5. Appropriate Use of Communication Channels

Patients must:

- Use MyChart, phones, and in-office communication respectfully and responsibly.
- Avoid excessive or abusive messaging. Share your concerns as clearly as possible.
- Follow staff directions during check-in, scheduling, and visits.
- Provide updated phone numbers and address changes.

6. Privacy & Confidentiality

- Respect the privacy and rights of others by not accessing restricted areas or attempting to view others' medical information.

7. Safety & Infection Prevention

- Follow posted safety instructions, including hand hygiene, masking (when required), and infection-prevention protocols.
- In the event of an emergency, follow all staff instructions.
- Report unsafe conditions to staff immediately.

If a patient or visitor does not follow this Code of Conduct, Buffalo Medical Group may take one or more of the following actions:

- Verbal warning and coaching.
- Removal from the premises.
- Notation of incident in the medical record.
- Limit MyChart messaging.
- Development of a behavioral agreement outlining expectations.
- Termination of the patient-provider relationship.