

Patient & Visitor Code of Conduct



Patients put their trust in us when they choose to seek care with St. Luke's.

St. Luke's is committed to providing a safe work environment free from threat or harm. As our patients and guests of St. Luke's University Health Network, we ask you to join us in creating a safe environment for all by:

- Addressing each other in a calm and respectful manner
- Demonstrating patience and understanding even at the most hectic times
- Respecting patients, hospital staff, their property and hospital property
- Not resorting to loud, rude or vulgar language
- Never using physical force including threats, violence, disrespectful communication or harassment
- Adhering to current safety measures in place at the facility

At St. Luke's University Health Network, we serve all our patients without regard to age, race, color, national origin, religion, sex, sexual preference, gender identity and expression, disability or on the basis of source of payment or ability to pay. We treat every patient based on their needs with dignity and respect.

The Network has zero tolerance for any violent or abusive behavior, either verbal or physical, that creates a climate of hostility, intimidation or lack of respect. Please understand anyone demonstrating these behaviors will be asked to leave or be escorted from the premises by Security.

We thank you for your cooperation, patience, understanding and support.

