

## Gastroenterology Specialist Care Zero Tolerance Policy

**This policy applies to Gastroenterology Specialist Care and all practitioners & staff associated with Gastroenterology Specialist Care.**

Gastroenterology Specialist Care is committed to providing a safe and respectful environment for our patients, practitioners and staff.

Abuse towards staff, practitioner or other patients is unacceptable and will not be tolerated under any circumstances.

This policy outlines our approach to managing abuse in any form, including in person, via telephone, via video conference and in written or electronic communications.

### Definition of Abuse

Forms of abuse include, but are not limited to:

- Verbal abuse such as using foul language, yelling, or making threats.
- Physical abuse such as hitting, kicking, or throwing objects.
- Emotional abuse such as bullying or harassment.
- Damage to property.

### Enforcement

**WARNING:** Any person who exhibits abuse (non-physical) towards staff, practitioners or other patients will be given one warning. This warning will serve as a reminder of our expectations for respectful behaviour and will provide an opportunity for the person to correct their behaviour.

**BLACK LISTING:** Any person who exhibits any extremely abusive behaviours, such as the following, will be immediately blacklisted from the practice:

- Physical abuse towards a staff member or patient
- Threats of violence or harm towards a staff member or patient
- Wilful property damage
- Repeated incidents of verbal or emotional abuse

The decision to blacklist someone from the practice will be made by the practice manager in consultation with the staff member(s) involved.

Patients who are blacklisted from the practice will be discharged to the care of their referring doctor and refused future appointments with Gastroenterology Specialist Care. All care will be taken to ensure that information relevant to the patient's medical care at the time of discharge is provided to the referring doctor so that the patient's medical care is not disrupted.

**REPORTING:** All incidents of abuse towards staff, practitioners or other patients should be reported to the practice manager immediately.

## Communication

Our zero-tolerance policy is available to all patients and all staff members on request. We will also display it on our website. By registering as a patient with our practice, all patients agree to adhere to our zero tolerance policy and affirm that they understand the consequences of violating it.

## Conclusion

Gastroenterology Specialist Care is committed to providing a safe and respectful environment for all patients, practitioners, and staff. We will not tolerate any form of abuse towards any person or property, and we will take appropriate action to protect our patients, practitioners, and our staff.

## Updates to this Policy

This policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments.

Updates will be publicised on the practice's website. The current version of the policy has been updated on 1/8/23.

## Contact details for questions regarding this policy or to report an incidence of abuse

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