



BOSTONIVF

PATIENT CODE OF CONDUCT

Our goal at Boston IVF is to provide high quality healthcare by helping patients achieve their goal of expanding their families.

An essential piece of accomplishing this goal is that everyone, including all patients and all Boston IVF staff, be provided a safe, caring, and inclusive environment in all of our spaces including telehealth.

Words or actions that are perceived as disrespectful, racist, discriminatory, hostile, or harassing are not welcome at our practice. Please see specific examples below:

- ✓ Offensive comments about others' race, religion, gender, sexual orientation, or other personal traits
- ✓ Inappropriate refusal to receive care from a clinician or other staff member
- ✓ Disruptive or disrespectful treatment of any member of the Boston IVF staff
- ✓ Physical or verbal threats and/or assaults
- ✓ Sexual or vulgar words or actions
- ✓ Disrupting another patient's care

If we believe that you have violated this code with unwelcome words or actions, this will be addressed immediately so all can explain their point of view and a determination can be made about continued care.