

To: Lake Barrington Women's Health Care Patients
(hereto referred as LBWH)

Re: Zero Tolerance

While patients are key to our practice, patient verbal (or otherwise) abuse will not be tolerated by LBWH. While we strive to put patient care first, that will not come at the expense of abuse to our staff. LBWH observes a **"Zero Tolerance"** approach to staff abuse (**by phone, in person, or online**). Of course, resolution is always the preferred outcome; however, dismissal from the practice can/will be sought in hostile scenarios.

As a returning/incoming patient of LBWH, I have read and understand the above policy.

Print Name: _____

Signature: _____

Date: _____

Cc: patient file/chart
rev10/24