

Patient Etiquette Policy

Updated July 25, 2025

Our Commitment to You

Haven is dedicated to creating and maintaining a patient care environment where all individuals are treated with dignity, respect, and compassion. We are committed to providing exceptional care regardless of age, gender, race, ethnicity, national origin, sexual orientation, gender identity, religion, disability status, or any other protected characteristic.

Your Commitment to Us

We request that all patients, caregivers, and visitors treat Haven staff, medical providers, and our partner clinics with mutual respect and courtesy. This collaborative relationship is essential for delivering the highest quality care.

Zero Tolerance Policy

Haven maintains a zero-tolerance policy regarding:

1. Discrimination and Harassment
 - Verbal harassment, including offensive comments regarding a person's protected characteristics
 - Nonverbal harassment, including display or distribution of offensive materials
 - Sexual harassment in any form
2. Physical Intimidation and Safety Concerns
 - Physical violence or threats of any kind
 - Weapons of any type on Haven premises or partner locations
 - Appearing at a staff member's or partner's residence uninvited
 - Intentional destruction of property belonging to Haven or its partners

Warning Policy

Haven employs a one-time warning policy for:

- Raised voices or yelling directed at staff, other patients, or partners
- Excessive communication with staff (defined as multiple calls per day or persistent messaging beyond reasonable needs)

Scope of Policy

This policy applies to all interactions with Haven, including but not limited to:

- Video appointments and consultations
- In-person visits and interactions
- Telephone calls
- Text messages
- Emails
- All other forms of communication

Consequences of Policy Violation

Violations of this policy will be addressed promptly. Depending on the severity of the violation, consequences may include:

- Verbal warning
- Written warning
- Temporary restriction of certain communication channels
- Termination of the patient-provider relationship

Haven staff and medical providers are authorized to take appropriate and immediate action in response to policy violations to ensure the safety and well-being of all individuals.

Acknowledgment

By acknowledging this agreement, you confirm that you—the patient and your designated caregivers—understand and accept responsibility for your actions and the actions of those assisting in your care.