



# Mayo Clinic Expectations for Patient and Visitor Behavior

Mayo Clinic has a strong history of putting the needs of the patient first. Among other needs, Mayo believes patients and visitors have the right to receive respectful communication when they interact with Mayo Clinic employees.

**In addition, you have the right to know about the rules and expectations that apply to patients and visitors of Mayo Clinic.**

These rules and expectations apply to all people using Mayo Clinic property or online platforms, who are not directly in the role of a Mayo Clinic employee, student, volunteer, contractor, or affiliate. The people most often affected by these rules and expectations are patients and their families, friends, caregivers, and acquaintances. They apply to guardians and health care agents, too. These agents also may be called substitute or alternate decision makers.

Mayo Clinic's rules and expectations are described here. Mayo also may enforce other rules and restrictions that are meant to increase safety or prevent infections, or both.

## Mayo Clinic Rules and Expectations

- Patients and visitors may not engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions. Actions are also called behaviors.
- Specifically, patients and visitors are not allowed to:
  - Record audio, video, or take photos in any clinical area, or in non-clinical areas where staff or patients may be captured, without their explicit consent.
  - Yell, use profanity, call people names, lie, or use deceptive behavior.
  - Use words or actions that are humiliating, discriminatory, or racist.
  - Verbally threaten people.
  - Sexually harass people.
  - Display behavior intended to intimidate or frighten people, or show physical aggression.
  - Display other inappropriate speech or behavior as determined by Mayo Clinic staff.
  - Have weapons on any Mayo Clinic property—prohibited items include, but are not limited to, firearms, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage.

**If there are questions about whether or not speech or actions are in violation of these rules, Mayo Clinic staff will make that determination.**

## Patients are expected to attend appointments as scheduled.

If you are not able to attend an appointment, you or another person must give ample notice to the department in which the visit is scheduled.

Mayo Clinic may dismiss patients from a specific department or health care provider due to behaviors such as:

- Repeated missed appointments without proper cancelation.
- Failure to follow an agreement related to use of controlled substance(s) or similar concerns.
- Failure to follow the care team's treatment plan—a treatment plan is also called a care plan.
- Other inappropriate behavior as determined by Mayo Clinic staff.

## Patients and visitors are expected to follow all rules and expectations.

This includes time spent communicating with Mayo Clinic staff, interacting with Mayo Clinic online platforms, and any time spent on Mayo Clinic property.

## Patients are responsible for the conduct of their visitors.

If a visitor engages in ongoing disruptive speech or behavior, the patient may face consequences. This may include Termination of Patient Care. See "Mayo Clinic Responses to Inappropriate Speech or Behavior" on the next page.

# Mayo Clinic Expectations for Patient and Visitor Behavior (continued)

## **Mayo Clinic Responses to Inappropriate Speech or Behavior**

In addition to other responses shared here, you should know the following:

- Patients who engage in disruptive, derogatory, threatening, or aggressive speech or actions may face consequences up to and including Termination of Patient Care.
- Termination of Patient Care is the permanent end to a patient's access to ongoing care at Mayo Clinic locations. This does not apply to emergency care.
- Visitors who engage in any form of disruptive speech or behavior:
  - May have restrictions placed on their in-person visitations.
  - May be removed from the Mayo Clinic site.
- Failure to comply with Mayo Clinic Expectations for Patient and Visitor Behavior and other applicable rules may result in additional action by Mayo Clinic. These additional actions may include, but are not limited to:
  - The presence of Mayo Clinic Security staff during patient appointments and any other interactions with Mayo Clinic staff.
  - Involvement of local law enforcement.
  - Prosecution for trespassing or criminal behavior, or both.