



## Code of Conduct Policy

New England Neurological Associates is committed to our patients and staff. Due to the recent rise of violence in healthcare settings, it has become apparent that protecting our staff and patients from harmful and unruly behavior is necessary. Our patients and staff should expect a safe, caring, and inclusive environment in all our spaces.

Our Patient Code of Conduct helps us to meet this goal. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples of these include:

1. Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
2. Refusal to see a clinician or other staff member based on these personal traits
3. Physical or verbal threats, assaults, harassment, and intimidation
4. Sexual or vulgar words or actions
5. Disrupting another patient's care or experience
6. Possessing a firearm or weapon
7. Damaging practice equipment and property
8. Refusal to respect practice and/or public health safety policies
9. Repeatedly missing appointments without notifying the practice in advance

If we believe you have violated the Code with unwelcome words or actions, you will be given the chance to explain your point of view. We will always carefully consider your response before we make any decisions about future care at New England Neurological Associates. Some violations of this Code may lead to patients being asked to make other plans for their care.

If you *witness or are the target of* any of these behaviors, please report it to a member of our administrative team as soon as possible.

It is also important for all patients to remember the following:

1. Keep your appointment time or call the office at least 24 hours before to cancel or reschedule
2. Respect fellow patients by refraining from use of cellphones in the waiting room
3. Please supervise young children
4. Refrain from loitering in the hallways. Please stay in the examination rooms or waiting rooms. It is important for us to know where our patients are at all times in case of emergency.
5. Always ask for assistance if needed.

Our mission statement upholds our values. It states the following: "*We continue to strive to be the place where patients want to go, doctors want to practice, and employees want to work. Our primary focus is our patients' comfort, convenience, and improvement of their quality of life in an efficient and friendly manner. Our mission and values, as well as a strong customer service philosophy, guide our actions every day.*"

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**Riverwalk**  
354 Merrimack Street  
Lawrence, MA 01843

**Gateway Center**  
10 George Street, Suite 300  
Lowell, MA 01852

**Medical Arts Building West**  
168 Kinsley Street, Suite 1  
Nashua, NH 03061

**neneuro.com**    
**354 Merrimack Street  
Lawrence, MA 01843**

**Doctor's Office Building**  
21 Highland Ave, Suite 12  
Newburyport, MA 01950

**Northeast Rehabilitation  
Hospital Outpatient Dept.**  
70 Butler Street  
Salem, NH 03079

**Westford Commons**  
234 Littleton Road, Suite D  
Westford, MA 01886

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