

## Patient Code of Conduct

This website is operated by University Radiology Group on behalf of University Radiology Vascular & Interventional Center (“URVI”). URVI is a division of University Radiology Group, and all patient privacy, compliance, accessibility, and communication practices described herein are maintained in accordance with University Radiology Group policies and procedures.

University Radiology Group is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring and inclusive environment in all our spaces. Our new *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:

- Offensive comments about others’ race, accent, religion, gender, sexual orientation, or other personal traits.
- Refusal to see a clinician or other staff member based on these personal traits
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient’s care or experience

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 University Radiology Group. Some violations of this Code may lead to patients being asked to make other plans for their care. Future care at University Radiology Group may require review, though we expect this to be rare. If you *witness or are the target* of any of these behaviors, please report it to a member of our staff.

Many healthcare systems across the country have similar codes of conduct. If you have any questions, please ask to speak to a manager or you can e-mail: [Inquiries@univrad.com](mailto:Inquiries@univrad.com).

We aim to meet the health needs of every patient we care for.

We look forward to seeing you.

***In response to increased attacks of healthcare workers in recent years, New Jersey signed into law the “Health Care Heroes Violence Prevention Act” to make it a criminal offense to intentionally threaten health care professionals or volunteers in an effort to intimidate them or interfere with their work. The act also establishes additional penalties against individuals who assault health care workers or volunteers.***

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*Under this law, a person who knowingly and willfully makes, delivers, or sends a threat against health care workers covered by the act is guilty of a disorderly persons offense, which is punishable by imprisonment of up to six months and/or a fine of up to \$1,000. For individuals convicted of assault against the covered workers, this act allows them to be sentenced to an anger management course of up to 12 months and community service of up to 30 days.*