

Agency: Macoupin County Public Health Department	Reviewed 4/20/2026
Patient and Visitor Code of Conduct Policy	Board Approved 4/29/2026 Next Annual Board Review Due 11/01/2026

Patient and Visitor Code of Conduct

Macoupin County Public Health Department (MCPHD) and Macoupin Community Health Centers (MCHC) are committed to providing high-quality, compassionate care in a safe, respectful, and welcoming environment for all patients, clients, visitors, staff, and providers.

To help us maintain a positive and healing environment, we ask that all patients and visitors conduct themselves in a manner that is:

- Kind
- Respectful
- Polite
- Considerate
- Mindful of personal space
- Cooperative with staff, providers, and care teams

Unacceptable Behaviors

To ensure the safety and well-being of everyone, the following behaviors will not be tolerated on MCPHD or MCHC premises, including clinics, offices, outreach locations, and surrounding property:

- Violence, physical assault or attempts to cause physical harm
- Intimidation, hostile, or threatening behavior
- Verbal or physical threats
- Sexual harassment or any other type of harassment
- Verbal aggression, including yelling, shouting, insulting, or other disruptive behavior
- Use of inappropriate gestures or language, including profanity, sexual, vulgar, or demeaning language
- Possession of firearms or weapons on the premises

- Use of, or being under the influence of, alcohol or illegal drugs (except for those requesting or undergoing treatment)
- Use of tobacco, vapes, or other nicotine products on MCPHD or MCHC premises
- Audio or video recording in Restricted PHI Exchange Areas
- Discriminatory, offensive, or inappropriate comments or actions related to race, color, religion, sex, gender identity, sexual orientation, national origin, disability, political beliefs, or other personal characteristics
- Refusing care from a provider or staff member based on these personal traits

Addressing Conduct Concerns

If there is concern that this Code of Conduct has been violated, individuals may be given the opportunity to explain their actions or concerns, so long as doing so does not create further risk or disruption to patients, visitors, or staff.

Consequences for Not Following the Code of Conduct

Patients

- Patients may be asked to leave and make alternative arrangements for non-emergent care.
- If a patient is not medically or therapeutically stable, as determined by their provider, leadership will collaborate with the care team to de-escalate behavior and maintain safety until discharge or care can be transitioned.
- Repeated or serious violations may result in a review of the patient's ability to receive non-emergency services at MCPHD or MCHC sites.

Visitors

- Visitors who do not follow this Code of Conduct may be asked to leave the facility.
- Visiting privileges may be limited or revoked if behavior continues or poses a safety concern.

Reporting Concerns

If you witness or experience behavior that violates this Code of Conduct, please report it to a staff member or supervisor immediately. MCPHD and MCHC support staff who report incidents of workplace violence or threats and may involve local law enforcement when appropriate.

Commitment to Safety and Respect

MCPHD and MCHC are dedicated to maintaining a safe, inclusive, and supportive environment that allows everyone to receive and provide care with dignity and respect.