

## NHO Patient and Visitor Rules, Regulations, and Code of Conduct

NHO values HOPE (honesty, openness, positivity, and elevation). The team at NHO is committed to providing high-quality care to our patients and their loved ones in a safe and respectful environment that supports health and healing.

To ensure that all NHO locations can continue to provide safe, respectful, and inclusive care, our expectation is that patients and visitors adhere to our Rules, Regulations and Code of Conduct, which includes the following:

1. Everyone will be treated with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a clinician or associate based on these traits.
2. Patients and visitors should not engage in sexual harassment of others.
3. There should be no behavior intended to intimidate or frighten people.
4. All patients and visitors will use respectful, appropriate language and behavior. Patients and visitors may not engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions. Physical or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.
5. NHO has zero tolerance for violent or aggressive patients and visitors who knowingly threaten or cause bodily injury to any of its employees, staff, or volunteers while they are performing their official duties. Any threat, behavior, or action that could be interpreted by a reasonable person to carry the potential for harm or the safety of others, an act of aggression or the destruction or damage to property shall be reported.
6. There will be no weapons allowed on NHO properties (including but not limited to firearms, knives, blades, clubs, chemicals, or any object that can be used to inflict bodily harm or physical damage).

7. All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experiences.
8. All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording within all patient care locations.
9. Patients are expected to attend appointments as scheduled. Repeated missed appointments without proper cancelation will be considered non-compliance.
10. Patients prescribed opioids will be asked to complete and follow an opioid contract.

If these guidelines are not followed:

1. Patients may be asked to leave and make other plans for their non-urgent immediate care.
2. For severe violations, NHO team may ask the patient to sign a Patient Agreement Form that will address and outline specific concerns and future care at NHO.
3. In the instance of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at NHO.
4. Visitors may be asked to leave and could be restricted from NHO properties.

WARNING: ASSAULTING A HEALTH CARE PROFESSIONAL WHO IS ENGAGED IN THE PERFORMANCE OF HIS OR HER OFFICIAL DUTIES, INCLUDING STRIKING A HEALTH CARE PROFESSIONAL WITH ANY BODILY FLUID, IS A SERIOUS CRIME WHICH MAY BE PUNISHABLE AS A FELONY.

**Source:** Laws 2012, LB677, § 5; Laws 2018, LB913, § 1.