



Zero Tolerance Policy

Edge Family Medicine aims to provide quality care to all of our patients. We understand there may be occasions that lead to frustration regarding circumstances or symptoms. While we attempt to provide quality care for each patient, we have zero tolerance for abuse and violence.

Examples of this include, but are not limited to those listed below:

- Multiple missed appointments without cancelling at least 24 hours prior
- Disrespectful behavior, cursing, or yelling
- Verbal abuse and physical abuse
- Threats
- Failing to follow provider instructions
- Giving false Information
- Abuse of controlled substances

We believe these types of actions compromise the provider-patient relationship and affect our ability to provide quality care. Any infraction of this zero-tolerance policy will lead to discharge from the practice. Should a patient be discharged from Edge Family Medicine, the patient will be notified in writing with a letter mailed to the address on file. Not receiving the letter does not preclude the patient from discharge.

Patient Signature

Date

Patient Name – Printed