

A NOTICE TO PATIENTS

Please be advised that we have had reports of patients and visitors using inappropriate language or otherwise engaging in harassing or abusive behaviour with our staff. Under the Occupational Health and Safety Act, all workplaces have an obligation to keep staff safe from workplace violence and harassment, including verbal abuse and/or harassment.

Similarly, the College of Physicians and Surgeons of Ontario policy stipulates that a physician may end the patient-physician relationship if a patient engages in behaviour which significantly disrupts the practice; engages in other forms of inappropriate behaviour, including abusive or threatening language; or where a patient poses a risk of harm to the physician, staff, colleagues, and/or other patients.

Therefore, patients are asked to conduct themselves with decorum in this office, and refrain from any behaviour that would put us in a position where we would be obligated to end the patient-physician relationship. Going forward, warning letters will be issued for all offenders. Second time offenders will be asked to leave the practice in accordance with CPSO guidelines. In some circumstances, where warranted by the significance of the behaviour, a warning will not be provided, and the relationship will be terminated immediately.

We thank you for your cooperation and look forward to a respectful relationship and workplace going forward.

Sincerely,

Drs. Glazer, Herman, Leneman and Stulberg