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Notice of Behavioral Standards at East Louisville Pediatrics

As your health care partner, we hold ourselves to the highest standards. We pledge to treat you with respect, honesty, dignity, and compassion.

We ask you, our patients and families, for your support to keep this a place of mutual respect. We ask you to treat others with respect, honesty, dignity, and compassion.

East Louisville Pediatrics is a place that care is provided to children. Mistreatment and discrimination towards staff or providers are not allowed. It is not allowed in person, on OP Portal, on the phone, in written form, or in any other setting. This includes any parent or visitor behavior that:

- Interferes with a safe environment
- Limits staff or providers from giving patient care
- Is abusive to anyone with the patient or anyone on the care team
- Is discriminatory or racist towards staff or providers

Examples of Mistreatment & Discrimination

- Racism towards staff or providers (for example: microaggressions or bigotry)
- Discrimination against someone based on their gender identity and expression, sexual orientation, race, religion, age, disability, or other traits
- Verbal abuse (for example: name calling, cursing, belittling, or ranting)
- Emotional abuse (for example: Acts that make staff feel unsafe or uncomfortable, or stalking)
- Sexual abuse (for example: unwanted touching or sexual language)
- Threatening acts (for example: slamming doors, blocking, yelling, or bullying)
- Physical abuse (for example: hitting, kicking, or spitting)

Our response to Mistreatment & Discrimination

When mistreatment or discrimination occurs, our team will decide how to respond. Any mistreatment or discrimination could result in consequences up to and including:

- Reporting behavior to other staff members (for example: managers or security officers)
- Removal from the building
- Restriction of visitors who mistreat staff and providers (for example: A visitor mistreating staff will not be allowed to visit the patient)
- Asking parents to leave instead of receiving care, treatment, or services temporarily (for example: Parents mistreating providers will not be allowed to go to their appointment)
- Discharging family from East Louisville Pediatrics
- Calling the police

In return, we ask that you treat all our staff with the kindness and respect they deserve.

Robert A. Belza, M.D., F.A.A.P.
Markus E. Laney, M.D., F.A.A.P.
Stephanie C. Lynch, M.D., F.A.A.P.
Kara B. Sammons, M.D., F.A.A.P.

Lacy Ochs, M.D., F.A.A.P.
Michael L. Bricken, M.D., F.A.A.P.
Michelle MacDavid, M.D., F.A.A.P.
Jessica L. Holloman, M.D., F.A.A.P.

Cecilia G. Finch, A.R.N.P.
Nina Leigh, A.R.N.P.

Kindness Request

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