

Pennsylvania Retina Specialists does not tolerate discrimination or bias based on any aspect of diversity by patients or caregiving staff. Pennsylvania Retina Specialists is committed to honoring a patient's right to autonomy and self-determination. Patients may refuse care; however, based on Pennsylvania Retina Specialists' commitment to professionalism and avoiding bias in relationships with patients, their families, and visitors, requests based on bias or discrimination will not be honored.

### **EXPECTATIONS OF MUTUAL RESPECT**

Patients, family members, representatives, and visitors are expected to recognize and respect the rights of other patients, visitors, and Pennsylvania Retina Specialists employees. Threats, violence, disrespectful communication, or harassment of other patients or any Pennsylvania Retina Specialists employee for any reason, including an individual's age, ancestry, color, culture, disability (physical or intellectual), ethnicity, gender, gender identity or expression, genetic information, language, military/veteran status, national origin, race, religion, sexual orientation or any other aspect of difference will not be tolerated from patients or their family members, representatives or visitors.

### **REFUSAL OF CARE BASED ON DIVERSITY**

Pennsylvania Retina Specialists will not accommodate a patient's or patient's family member's bias-related request for caregivers or other medical staff that is based on that individual's race, ethnicity, religion, sexual orientation, gender identity, or other characteristic of diversity. In situations where we will not accommodate the patient's request for a different provider because of bias, we will assist the patient with locating care in other facilities and will provide a release of records for them to effectively transfer their care.

### **RESPONSIBILITY FOR ADDRESSING PATIENT REFUSAL OF CARE OF HARASSMENT**

If a staff member experiences discrimination or harassment from a patient or visitor or if a patient is refusing care based on bias, they should report this to their manager. A manager should discuss with the patient their concerns for refusal of care to understand their reason. A discussion with the patient's physician may be warranted.

If the patient's request is based on bias or discrimination, it cannot be honored. The patient will be advised that we can promise qualified staff but cannot promise to assign only staff of the requested group or diversity aspect(s) while they are receiving care at Pennsylvania Retina Specialists. The patient will be advised of our policy against bias, discrimination, and/or harassment of any kind, and that continued treatment and care through Pennsylvania Retina Specialists is contingent upon honoring this policy. Documentation of this conversation will be placed in the patient's chart.

If the patient does not agree to uphold this policy and continues to act in ways that violate the policy, the patient's physician should be consulted with a request to dismiss the patient from our practice.

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Should the patient need to be dismissed from the practice, they will be issued a letter stating our intention to dismiss them from the practice and giving them 30 days from the date of the letter to seek care elsewhere. The patient should be issued instructions for signing a records release to send their records to their new provider of choice. The dismissal letter should be sent via certified mail and a copy of the letter should be placed in the patient's chart.

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Name of Patient

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Signature of Patient or Legal Representative

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Date