

At Smith County Memorial Hospital (SCMH), our dedicated staff is committed to providing you and your loved ones with the highest quality medical care, delivered with kindness and respect. We understand that hospital visits can be stressful, and we are here to help.

To foster a positive environment, we kindly ask all patients and visitors to commit to the following conduct:

- Treat our care team with courtesy.
- Treat everyone with dignity and respect.
- Zero Tolerance for Abuse: Abusive language and physical threats are unacceptable.
- Safety First: For the safety of all, the following are strictly prohibited on campus:
  - Tobacco
  - Weapons
  - Alcohol
  - Illegal drugs

We partner with local law enforcement to ensure a secure atmosphere for all. Our Patient and Visitor Code of Conduct emphasizes treating everyone with dignity and respect, avoiding offensive comments or disruptive behavior, and respecting patient privacy.

- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording.

A safe and respectful environment is central to promoting a healing environment, therefore, if the above stated expectations are not followed:

- Patients: If you choose not to comply with your therapeutic care plan or the above expectations, we may discharge you from the hospital or your appointment. For subsequent appointments or admissions, we will follow our standard continuity of care practice and seek to have you cared for by the same care team.
- Visitors: If you fail to comply with the above expectations, you may be asked to leave campus, and may be restricted from future visitation privileges.

Thank you for choosing SCMH. Together, let's ensure a caring atmosphere that supports health and healing.