60+ Primary Care

Dr Stanislav Terziev | Family Physician

Respectful Conduct Policy

60+ Primary Care is committed to providing a safe, secure and respectful environment for all patients, visitors and staff. We aim to treat everyone with courtesy, dignity and professionalism, and we expect the same standard of behaviour in return.

Zero Tolerance for Threatening or Harmful Behaviour

There is zero tolerance for behaviour that causes another person to feel at genuine risk of harm. This includes physical aggression, threats of violence or any conduct that places patients, visitors or staff at risk.

Where there is an immediate safety concern, the individual may be asked to leave the premises. Police or emergency services may be contacted when appropriate. If the individual is a patient, serious incidents may also result in discharge from the practice in accordance with applicable professional obligations.

Unacceptable Conduct

Our respectful conduct policy applies to interactions in person, by telephone, in writing, by email, voicemail or through any other form of communication.

- violence or attempted violence
- threats, intimidation or threatening behaviour
- physical contact without consent, including grabbing, pushing or spitting
- throwing, damaging or deliberately misusing property
- abusive, insulting or offensive language
- disrespectful, demeaning or humiliating behaviour
- discriminatory or hateful remarks
- bullying, harassment or repeated intimidation
- aggressive behaviour towards staff, patients or visitors

Warnings and Further Action

In some circumstances, and where there is no immediate risk of harm, the practice may exercise discretion and provide a warning following a single lapse in judgement.

If a warning is given, any further abusive or unacceptable conduct may result in additional action, including restrictions on communication with the practice or discharge from Dr Terziev's care where professionally appropriate.

Our expectation is simple: patients, visitors and staff should communicate with one another respectfully and allow the clinic team to provide care in a safe and professional environment.

Thank you for helping us maintain a welcoming and respectful environment for everyone at 60+ Primary Care.

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