

Dr Valeria Spivak

Compassionate Care in Adult
Psychiatry Services

Dr Valeria Spivak's Rooms – Patient Code of Conduct

Here at Dr Valeria Spivak's Rooms we are committed to providing high-quality care to our patients in a respectful, safe, and supportive environment. This Code of Conduct outlines the behavioural expectations for all patients, to help us maintain a safe space for everyone.



1. Respectful Behaviour

- Treat all staff, Dr Spivak and other patients with **courtesy and respect**.
- Discriminatory, harassing, threatening, or aggressive language or behaviour (verbal, physical, or written) is **not tolerated**.
- Respect the personal space and confidentiality of others.



2. Confidentiality and Privacy

- Do not attempt to record, photograph, or share any information about other patients or clinical interactions.
- In group settings (if applicable), you must **not disclose anything shared by others** outside of the session.



3. Substance Use and Safety

- You must not be under the influence of drugs or alcohol while attending appointments (in-person or virtual).
 - Weapons or dangerous objects are strictly prohibited on clinic property.
 - Immediately report any safety concerns to staff.
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4. Communication and Cooperation

- Be honest and cooperative in your interactions with staff and Dr Spivak.
 - Use appropriate language; hostile or abusive communication will result in a warning or discharge from care.
 - If you are experiencing a crisis or emergency, inform staff or follow the Dr Spivak's emergency protocol, you can find this on the website – www.drvaleriaspivak.com.au
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5. Appointment Responsibility

- Keep track of your scheduled appointments and arrive on time.
 - Give at least one week notice for cancellations (refer to the Patient Policy for full cancellation guidelines).
 - Repeated no-shows or late cancellations may result in limitations to appointment scheduling or termination of services.
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6. Use of Clinic Resources and Facilities

- Use clinic property respectfully (waiting rooms, restrooms, furniture, equipment).
 - Do not loiter or remain on the premises longer than necessary before or after your appointment.
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7. Virtual Appointments (if applicable)

- Join from a **quiet, private location** where you can speak freely.
 - Maintain the same respectful behaviour as expected in-person.
 - Recording of private consultations is strictly forbidden.
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8. Consequences for Violations

Failure to follow this Code of Conduct and the patient policy may result in:

- A verbal or written warning
- Suspension or termination of services
- Contact with emergency services if safety is at risk