

Dr Orla Johnston and Dr Fiona McGrath

Grange Cross Medical

Ballyfermot

Dublin 10

www.grangecrossmedical.ie

Tel: 01 6264762

ZERO TOLERANCE POLICY

Grange Cross Medical recognises that the care and respect for our patients is paramount at all times.

We would like to advise all patients, along with their family members and accompanying persons that our staff should also be treated with respect and dignity while working in our practice.

This practice considers aggressive behaviour to be any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures.

We operate a "zero tolerance policy" with respect to the protection of all staff. This means that no abuse of doctors or staff is acceptable whether verbal or physical.

We reserve the right to remove any patient from the patient register with immediate effect in such circumstances.