

Code of Conduct

At Arizona Endocrine Surgery, we are committed to patient-centered, ethical, and professional healthcare. This Code of Conduct outlines our standards to ensure a safe, respectful, and high-quality environment for both patients and staff.

Patient Rights

Patients at Arizona Endocrine Surgery have the right to:

- Respectful and compassionate care, free from discrimination.
- Confidentiality of medical records and personal information.
- Clear explanations of diagnoses, treatment options, and risks.
- Active participation in their healthcare decisions.
- Access to second opinions or referrals when needed.
- Freedom from unnecessary procedures and informed consent before treatment.
- Timely responses to concerns, complaints, or requests for information.
- A safe, clean, and professional medical environment.

Staff Responsibilities

All team members, including physicians, nurses, administrative staff, and support personnel, are expected to:

Professional Conduct

- Provide high-quality, evidence-based care with integrity.
- Maintain patient confidentiality and comply with HIPAA guidelines.
- Act with honesty, professionalism, and accountability in all interactions.

Workplace Behavior

- Treat colleagues with respect, courtesy, and collaboration.

Arizona Endocrine Surgery

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Dr. Richard Harding, MD, FACS

Board Certified General Surgeon
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- Maintain a **safe, clean, and organized work environment**.
 - Address concerns and conflicts **professionally and constructively**.

Patient Care Standards

- Offer **clear and compassionate communication** to patients and families.
- Ensure all medical procedures and decisions prioritize **patient safety**.
- Maintain **punctuality and efficiency** in scheduling and patient management.
- Follow **infection control, sterilization, and safety protocols** strictly.

Commitment to Excellence

Arizona Endocrine Surgery strives to **continuously improve patient care, professional standards, and ethical practices**. Any violations of this Code of Conduct may result in corrective action in accordance with office policies.

This Code is posted publicly to ensure **transparency, trust, and accountability** for all patients and staff.

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