

Guidelines regarding patient preferences for providers in Obstetrics and Gynecology

MaineHealth is committed to providing high quality healthcare in support of our vision of *working together so our communities are the healthiest in America*. Everyone should expect a safe, caring, and inclusive environment throughout the MaineHealth system.

Our Patient, Family and Visitor Code of Conduct helps us meet this expectation. Patients, visitors, family and care team members will address each other in a respectful manner, and patient confidentiality will always be a top priority.

Words or actions that are offensive, racist, discriminatory, hostile, or harassing are not welcome, including:

1. Offensive comments about others' race, accent, religion, sex, gender identity, sexual orientation, disability, veteran status, immigration status, socioeconomic status or other personal traits
2. Refusal of care by a care team member based solely on these personal traits
3. Physical or verbal threats and assaults; yelling or profanity
4. Sexual or vulgar words, gestures or actions
5. Interfering with or disrupting a patient's care
6. Refusal to follow unit- or practice-specific policies or guidelines

While we recognize that some patients prefer a particular provider for obstetrics and gynecology services, we cannot guarantee a specific gender of provider will be available to care for you.

In rare circumstances, requests for care-givers based on protected cultural or religious beliefs may be granted if clinically possible. In such situations, communications with the care providers and the requesting patients will be clear that the request, and its granting, are being provided on these specific, nondiscriminatory bases.

A request that has been accommodated at one scheduled outpatient visit may not be feasible at each time the request is made in the future. It is especially important to note that an accommodated request in the outpatient office setting may not be possible when you go into labor or for an emergency. Refusing care from the available provider at the time of labor or emergency can have serious consequences and could result in the injury or death of you or your baby.