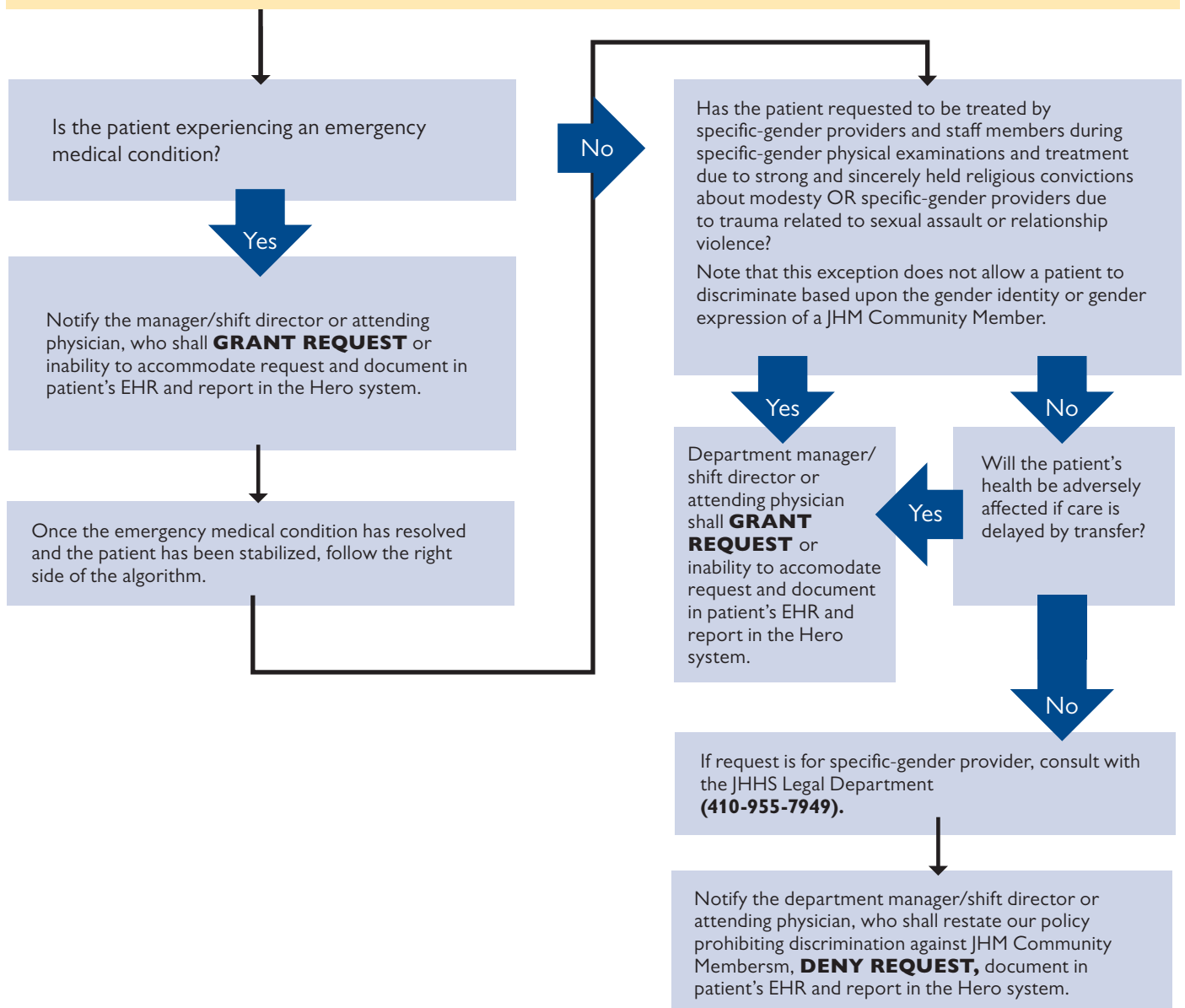


Fact Sheet: Responding to Discrimination and Discriminatory Aggression by Patients, Health Care Decision-makers, or Visitors Against JHM Community Members



The Participating Organizations provide patient care in a manner that respects a patient's right to be an active participant in their treatment and that adheres to high standards of patient care while also protecting all members of the Johns Hopkins Medicine (JHM) community from discrimination by patients, health care decision-makers, or visitors. Discrimination could be in the form of objecting to or acting aggressively toward a JHM Community Member based on a legally protected characteristic. Use the following algorithms as a guideline for responding.

A Patient or Health Care Decision-Maker expresses a patient preference involving a legally protected characteristic.



A Visitor, Patient, or Health Care Decision-Maker expresses Discriminatory Aggression

See also [Workplace Violence Type 2: Patients and Visitors on Staff \(ADMINSEC004\)](#)

