

# How to Respond to a Patient's Inappropriate Request for a Provider Preference

## Prohibiting Discrimination of Employees by Patients (Admin 027 Policy)



Patients discriminating against Johns Hopkins Medicine physicians, nurses, residents, postdoctoral fellows, support staff and students based on legally protected characteristics will not be permitted, and can be advised to seek care elsewhere, unless they are experiencing an emergency medical condition. Use the following algorithm as a guideline to address situations of inappropriate requests.

### Patient or care partner requests a change from their assigned provider.

