

Patient/Visitor Code of Conduct

Working toward a safe and healthy environment for all of our patients, staff, and visitors; we request that all visitors, patients, and accompanying family members follow all guidelines as outlined in our Code of Conduct.

As a patient visiting our practice we expect the patient to:

- Provide the most accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health.
- Follow the treatment plan and instructions of your provider.
- Let our staff know when you don't understand the treatment plan or what is expected.
- Keep appointments as scheduled or contact the practice 2 weeks prior to that appointment to cancel or reschedule.
- Be responsible for your own actions and the consequences of those actions. If you refuse treatment or do not follow the provider's instructions, outcomes may be sub-optimal.
- Abide by any practice or public health and safety policies or regulations, such as not smoking or wearing a mask.
- Be courteous with the use of your cell phone and other electronic devices. When interacting with the provider, please put your devices away unless agreed upon by you and them.
- Supervise any underage children accompanying you.
- Only trained service animals are permitted in the office.

The following behaviors are prohibited and/or may be grounds for discharge from the practice:

- Making harassing, offensive, or intimidating statements, or threats of violence in person or through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication.
- Intentionally damaging business equipment or property.
- Physical assault, arson, or inflicting bodily harm.
- Making menacing, aggressive, or derogatory gestures.
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to age, race, language, or sexuality.
- Missing your scheduled appointment without notifying the practice or repeatedly rescheduling an appointment.
- Refusing to follow the provider's treatment plan or instructions for a high-risk diagnosis.
- Possessing firearms or any weapon while onsite at our facility.

While we strive to provide great patient care; rude, hurtful, or hostile behavior toward staff members will not be tolerated and will be considered grounds for dismissal and/or removal from the facility.

If you have a complaint, concern, are subject to any of these behaviors, or witness inappropriate behavior; please contact Mr Michael Kendall before leaving our office so he can address the issue in real-time.

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