



Patient/Visitor Code of Conduct

In an effort to provide a safe and healthy environment for all, WMC Health Advanced Physician Services expects all employees, visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of others.

As a patient visiting our practice we ask that you:

- Provide the most accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health.
- Report unexpected changes in condition to the responsible provider.
- Follow the treatment plan developed in collaboration with the provider based on personal goals and values. This may include following the instructions of nurses and allied health personnel.
- Let our staff know when you don't understand the treatment plan or what is expected of you.
- Keep appointments as scheduled or contact the practice at least 24 hours 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.
- Meet your financial obligation to the practice and if you have concerns about doing so, let us know in advance of the appointment by contacting one of our financial representatives.
- Abide by any practice or public health and safety policies or regulations, such as not smoking or wearing a mask.
- Refrain from possession and/or use of non-prescribed drugs or alcoholic beverages during your visit or while on practice grounds.
- Ask to speak to a Practice Manager or Practice Supervisor before leaving our office if you are not happy with the care or any of the services that you have received so we can address your concerns in real-time. If they are not available, please call the main office number at your next earliest convenience.
- Be courteous with the use of your cell phone and other electronic devices. In order to ensure patient privacy, taking pictures, recording and/or videotaping is prohibited. Should you need to photograph /record information for healthcare reasons, please receive permission from your healthcare provider prior to doing so.
- Supervise any underage children accompanying you.

Failing to meet the above expectations and/or exhibiting any of the following behaviors may be grounds for removal from the office and/or discharge from the practice:

- Excessive and Unreasonable demands or deception
- Possessing firearms or any weapon while in the office.
- Intimidating, harassing, physically assaulting, or threatening staff or other patients.
- Making threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication.
- Damaging business equipment or theft of property.
- Making menacing or derogatory gestures.
- Making racial, cultural, or sexual slurs or other derogatory remarks.
- Repeatedly missing your scheduled appointments without notifying the practice. More than 3 no-shows will put you at risk.
- Refusing to follow the provider's treatment plan or instructions for a high-risk diagnosis.

If you witness or are the target of any of these behaviors, please report it to a member of your care team immediately.