



# Patient Code of Conduct Overview

## In our practice:

- You are treated with courtesy and in a manner that preserves your dignity, autonomy, self-esteem, and respect.
- We make no distinction in the availability of services, the admission, transfer or termination of patients, or in the care we provide based on age, gender, disability, race, color, religion, sex, sexual orientation, gender identity or national origin.
- We respect your privacy and confidentiality. See our [HIPAA Notice of Privacy](#) on our website. Your information, including photos, will not be posted to any website, social media pages or public forum without prior authorization.
- We involve you in all aspects of your care, including giving consent for treatment and making healthcare decisions.

## As a patient, you have the right to:

- Accept treatment or refuse any recommended medical care, treatment, and services under the law and regulations. Your right to refuse care should not be construed as a mechanism to demand treatment or services deemed medically unnecessary or inappropriate.
- Discuss the benefits, risks and costs of appropriate treatment alternatives, including the risks, benefits, and costs of forgoing treatment.
- Obtain copies or summaries and release medical records applicable to all state and federal laws, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (Referred to as HIPAA).
- Expect your privacy to be protected, and specific information will be released only to persons authorized by law or by your written authorization, subject only to emergency exceptions.
- You will be given an explanation of the benefits, risks and alternatives should you request a transfer of care to another medical facility.
- We will take reasonable steps to determine your wishes concerning the designation of a representative to exercise your rights.

## As a patient, you can contribute to the collaborative effort toward a healthier you in the following manner:

- Provide your medical history, including information about past illnesses, medications, hospitalizations, family history of illness and other matters relating to present health.
- Cooperate with your treatment plans. Please disclose whether you have or have not followed the treatment plan, and indicate when you would like to reconsider the plan.
- Accept or refuse care from medical students, residents and other trainees under appropriate supervision. Participation in medical education is to the mutual benefit of you as a patient and the health care system.
- Meet your financial responsibilities concerning medical care or discuss financial hardships with your medical providers.
- Be aware of and refrain from behavior that unreasonably places the health of others at risk. Please ask about what you can do to prevent the transmission of an infectious disease.
- Refrain from being disruptive in the clinical setting.
- Do not knowingly initiate or participate in medical fraud.
- Report illegal or unethical behavior by our medical providers or other health care professionals to the appropriate medical societies, licensing boards or law enforcement authorities.

## Your safety is our priority.

- We maintain ongoing, proactive patient safety initiatives to identify risks, ensure patient safety, prevent, report and reduce healthcare errors.
- Our medical providers and partners are expected to comply with laws designed to improve workplace safety, such as controlling and monitoring dangerous materials and maintaining safe equipment.

## Discharge of patients.

Shekinah Health does not discharge patients in times of need. However, discharge may be required:

- If we are no longer accepting a patient's insurance.
- If the patient needs or requests a different medical provider.
- If the patient no longer resides near the office; and most importantly;
- Because of inappropriate patient conduct such as disruptive or violent behavior, repeatedly missing appointments and/or nonadherence to treatment plans, or refusal to pay for medical services.

## We will take the following into considerations before issuing a letter of termination:

- Determine that the patient is medically stable and ready for discharge.
- Collaborate with health care professionals and others who can facilitate a patient. Discharge to establish that a plan is in place for medically needed care that considers the patient's particular needs and preferences.

## Interactions with other medical facilities

- We do not pay for referrals.
- We do not accept payments for referrals we make.

## Integrity in Coding and Billing Practices

- Shekinah Health is committed to prompt, complete and accurate billing that complies with all applicable laws, rules and policies. Claims and records are to accurately document all services and supplies that are billed.
- We prohibit any of our staff from knowingly presenting or causing to be presented claims for payment or approval that are false, fictitious or fraudulent.
- Our providers or partners are prohibited from knowingly presenting, or causing, claims for payment or approval, which are false, fictitious or fraudulent. When an overpayment is identified, we will apply any excess amount to a future charge approved by the patient.
- In support of accurate billing, medical records will provide reliable documentation of the services we render.
- Any subcontractors engaged in billing or coding services are expected to have the necessary skills, quality control processes, systems and appropriate procedures to ensure all billings for government and commercial insurance programs are accurate and complete.

## **NOTICE IS REQUIRED FOR ALL CANCELLATIONS & RESCHEDULING**

We ask that you reschedule or cancel at least 24 hours before your scheduled appointment. If you do not, you will be subject to the following Cancellation Policy:

- You must cancel or reschedule 24 hours before your scheduled appointment. If not, a **\$50.00 cancellation fee** will be applied to your account.
- If you do not show up for a scheduled appointment and do not call, a **\$50.00 no-show fee** will be applied to your account.
- If you are a Preventive Care Membership Program member, please also see the program's cancellation policy highlighted in your membership agreement.

**We understand emergencies may occur within a 24-hour period, so please call us immediately at 386-206-2929.**

## Collection Process and Policy

Shekinah Health has the right not to see patients who have an overdue balance. All services will automatically be stopped until full payment is received or an arrangement has been made for payment. Before a patient's account is sent to collections, You will be notified by phone, print, and electronic means for any balance due over the course of a three months period:

- Expect at least three mailed reminders of your overdue balance.
- Reminder e-invoices (if an email is on file) notifying you of overdue payments.
- At least two phone call reminders.
- A formal collection notice letter and final statement.
- If we do not receive a payment within 10 business days of the final notice date, your account will be sent to collections.

**Patient records will not be released if there is an unpaid balance.**

## Professional Conduct

- Be considerate. Your decisions will affect our providers, partners, colleagues, and you should take the consequences into accounts when making decisions about your health.
- Be respectful. Disagreement and frustrations are no excuse for disrespectful behavior.
- We create an environment where patients and staff feel comfortable and safe.
- Choose your words carefully. Always conduct yourself professionally.
- Be kind to others.
- Do not insult or put others down.

**Most importantly, harassment and exclusionary behavior are not acceptable.**

**This includes, but is not limited to:**

- Threats of violence.
- Insubordination.
- Discriminatory jokes and language.
- Sharing sexually explicit or violent material via electronic devices or other means.
- Personal insults, especially those using racist or sexist terms.
- Unwanted sexual attention.
- Advocating for, or encouraging, any of the above behavior.

Don't harass. When we disagree, try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively.

Make differences into strengths. We can find strength in diversity. Different people have different perspectives on issues, which can be valuable for solving problems or generating new ideas. Focus on resolving issues and learning from mistakes.



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## Contact Information

Please get in touch with our administrator at [386-206-2929](tel:386-206-2929) or email [totalcare@shekinahealth.com](mailto:totalcare@shekinahealth.com) with any questions. Our website, [www.shekinahealth.com](http://www.shekinahealth.com), is the one-stop-shop for all patient forms, guides and company news.

## Signature:

**I understand that this document is an overview of the Shekinah Health & Wellness Center's Patient Code of Conduct. The full Patient Code of Conduct is available for review at [www.shekinahealth.com](http://www.shekinahealth.com), and I agree to review it at my own discretion.**

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Patient's Printed Name

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Patient's Signature

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Date

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Witness Signature

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Date

Version 1  
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