



*Shekinah*

HEALTH & WELLNESS  
CENTER

——  
**PATIENT CODE OF CONDUCT**  
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## A WORD FROM OUR FOUNDER

Dear Patient,

Thank you for choosing Shekinah Health & Wellness Center. Our comprehensive Code of Conduct is a vital part of the way we operate as a business and interact with you, as our patient. It is based on our Foundational Truths expressed below and it is our guiding light. It ensures we care for you in a respectful, ethical and legal manner. It is incorporated into our daily activities which supports our Total Care Philosophy.

As we embark on optimum health journey, our goal is to provide an individualized health plan that responds to your personal medical situation and meets your overall health and wellness goals. To that end, we'll need your full collaboration and participation. Our Code of Conduct provides guidance on what to expect from Shekinah Health & Wellness Center while expressing how, as a patient, to best interact with our medical providers and staff. It also contains resources to help resolve any questions about appropriate conduct and interactions.

We ask you to assist us and all of our staff in supporting our mission to deliver personalized total patient-centered care. Please review our Code of Conduct thoroughly. Your adherence to its spirits and its guidelines is absolutely critical to provide care compassionately. No Code of Conduct can substitute for your internal sense of fairness, honesty, and integrity. Thus, if you encounter a situation or are considering a course of action that does not feel right in your daily interactions with us, please feel free to contact us.

Shekinah Health & Wellness Center acts with absolute integrity in the way we do our work and the manner we live our lives. Again, thank you and we are looking forward to being part of the journey to a healthier you.

Sincerely,

Moline Blanc  
Shekinah Health & Wellness Center

# WE CARE ABOUT YOUR VOICE



## Mission

To deliver personalized complete patient-centered care by bridging the gap between traditional and alternative medicine.

## Vision

To help individuals achieve optimum health.

## Total Care Philosophy

Focuses on the total physical, emotional, sexual and spiritual well-being of an individual.

## Humanistic Values

Respect. Patience. Communication.  
Ethics. Integrity. Individuality. Care.  
Above all else, genuine LOVE!

# Our Guiding Principles

At Shekinah Health & Wellness Center, we deeply care about your individual needs, providing medical expert advice and developing treatment plans that meet your total health care goals. We do not simply provide medical advice and prescribe medicine.

As medical practitioners, we uniquely treat each patient's interaction with care and love. We share our expertise with infinite patience and generously give our undivided attention to each and every patient.

## Quality Health Services:

Connecting you with highly qualified primary care providers who offer health and wellness services based on humanistic values.

## Support that Matters:

Sharing medical expertise and emotional support with infinite patience and undivided attention to help you achieve optimum health.

***Building a trusted relationship with patients is fundamental to our medical practice.***



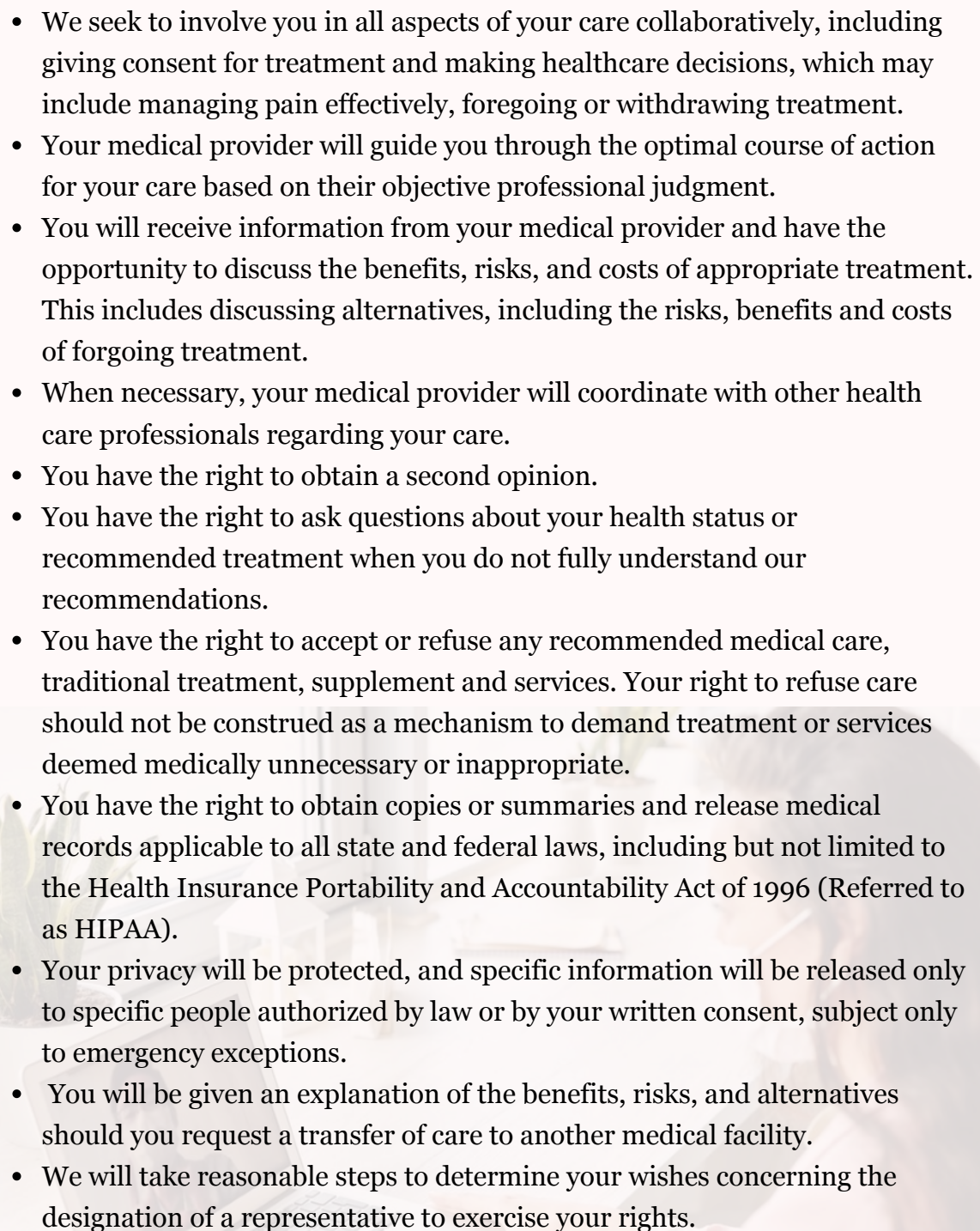
# YOUR RIGHTS AS OUR PATIENT

In addition to our general guiding principles, you have certain rights that we take seriously in our practice. At Shekinah Health, we build a relationship that is based on trust and accountability with our patients. The health and well-being of patients depend on a collaborative effort between you and our medical providers in a mutually respectful partnership. You contribute to this partnership when you fulfill your responsibilities by seeking care and being candid with your providers.

Our medical providers can best contribute to a mutually respectful partnership by serving as your advocate and respecting your rights.

**Outlined below are a few of the most important rights you have as a patient:**

- 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 recognize and respect our patients' diverse backgrounds and cultures and make every effort to equip our medical providers and staff with the knowledge and resources to respect each patient's cultural needs.
- We strive to respect your privacy and confidentiality. See our [HIPAA Notice of Privacy](#). Your information, including photos, must not be posted to our website, social media page or public forum without appropriate authorization.
- We'll make you aware of any conflicts of interest your medical providers may have regarding your care.

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- We seek to involve you in all aspects of your care collaboratively, including giving consent for treatment and making healthcare decisions, which may include managing pain effectively, foregoing or withdrawing treatment.
  - Your medical provider will guide you through the optimal course of action for your care based on their objective professional judgment.
  - You will receive information from your medical provider and have the opportunity to discuss the benefits, risks, and costs of appropriate treatment. This includes discussing alternatives, including the risks, benefits and costs of forgoing treatment.
  - When necessary, your medical provider will coordinate with other health care professionals regarding your care.
  - You have the right to obtain a second opinion.
  - You have the right to ask questions about your health status or recommended treatment when you do not fully understand our recommendations.
  - You have the right to accept or refuse any recommended medical care, traditional treatment, supplement and services. Your right to refuse care should not be construed as a mechanism to demand treatment or services deemed medically unnecessary or inappropriate.
  - You have the right to 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).
  - Your privacy will be protected, and specific information will be released only to specific people authorized by law or by your written consent, 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.

# HOW TO EFFECTIVELY CONTRIBUTE TO YOUR CARE

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

- Be truthful and forthcoming with our providers and strive to express your concerns clearly.
- Provide your medical history as complete as possible, including information about past illnesses, medications, hospitalizations, family history of illness and other matters relating to present health.
- Cooperate with treatment plans.
- Please disclose whether you have or have not followed the 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.



- Recognize that a healthy lifestyle can often prevent or mitigate illness and take responsibility to follow preventive measures and adopt health-enhancing behaviors.
- Refrain from behaviors that unreasonably place the health of others at risk. Please ask about what you can do to prevent the transmission of infectious diseases.
- 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.





## GENERAL PATIENT INFORMATION

### Your Voice Matters.

Shekinah Health addresses any grievances you may have and maintain processes for prompt resolution of grievances. This process includes informing our **Operations Manager, Hermeline Blanc**, of your grievance via email at [hermeline.blanc@shekinahealth.com](mailto:hermeline.blanc@shekinahealth.com). Once received, our Operations Manager will contact you promptly.

Medical Providers and those affiliated with Shekinah Health have a responsibility to uphold your rights.

**Any suspected or actual violation of our Code of Conduct should also be directed to our Operations Manager, Hermeline Blanc, at [hermeline.blanc@shekinahealth.com](mailto:hermeline.blanc@shekinahealth.com).**

### Your Safety. Our Priority.

Shekinah Health maintains an ongoing, proactive patient safety effort to identify risks to ensure patient safety and prevent, report and reduce healthcare errors. Shekinah Health medical providers and partners are expected to comply with laws designed to improve workplace safety, such as adequately controlling and monitoring dangerous materials and maintaining safe equipment.

### Discharge of Patients.

Shekinah Health takes pride in the provider-patients relationship and does not abandon patients in their time of need. However, there are many reasons where termination might be necessary. These includes but are not limited to:

- No longer accepting a patient's insurance.
- The patient may need or request a different medical provider.
- The patient no longer resides close to the office.
- Inappropriate patient conduct such as disruptive or violent behavior, repeatedly missing appointments and nonadherence to treatment plans, or refusal to pay for medical services.

In such situations, Shekinah Health follows a careful process that includes a 30 days advance notice with a termination letter prior to the effective termination date. The termination letter will inform the patient to obtain another provider, clearly stating a termination date, the reason for termination, and a list of suitable alternative providers.

Shekinah Health will provide the necessary services when the patient requires medical attention. We do not terminate patients who are in a medical crisis unless the patient requires the services of a different specialist and arrangements are made for transferring the patient's care.



The patient and those he or she provides consent will have access to his or her medical records. **We 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's discharge to establish that a plan is in place for medically needed care that considers the patient's particular needs and preferences.
- If a medically stable patient refuses discharge, our medical providers will support the patient's right to seek further review and other appropriate institutional resources.

# Interactions With Other Medical Facilities

We partner with various healthcare organizations to bring forth the best health and wellness services to our patients. We ensure that our partners hold similar values as our medical practice and act with integrity with our patients as reasonably possible.

- We do not pay for referrals. We accept patient referrals and admissions based solely on your medical needs and our ability to render the needed services. We do not pay or offer to pay anyone -- colleagues, physicians, or other persons or entities -- for patients' referrals.
- We do not accept payment for referrals we make. Our staff is not permitted to solicit or receive anything of value, directly or indirectly, in exchange for the referral of patients. Similarly, when making patient referrals to another healthcare provider, we do not take into account the volume or value of referrals that the provider has made (or may make) to us.

# 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 accurately documented.
- 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.
- When an overpayment is identified, we will keep applying the amount received over the amount due and payable to a future charge as 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.

# APPOINTMENT CANCELLATION & NO SHOW POLICY

## Collection Process and Policy

Shekinah Health has the right not to see patients who have a past due balance. All services will automatically be stopped until full payment is received or until an arrangements for payment are made. You will be notified by phone, print, and electronic means for any balance due over the course of 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.

## 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:

1. A **\$50.00 cancellation fee** if you do not reschedule or cancel within 24 hours window.
2. A **\$50.00 no-show fee** will be applied to your account if you are a no-show and do not call.
3. 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.**

# Resources and Contact Information

Please visit our [Forms & Guides](#) webpage frequently. It is updated regularly with the latest patient forms, policies, guidelines and news updates about our practice and the healthcare industry.

Shekinah Health & Wellness Center is open Monday-Friday from 8 a.m.-12 p.m. and 1 p.m.- 5 p.m.

Any questions or concerns, please get in touch with our office at [386-206-2929](tel:386-206-2929) or email [totalcare@shekinahealth.com](mailto:totalcare@shekinahealth.com).

## Professional Conduct

To provide a safe environment for staff, guests, patients and their families. We expect visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of patients and staff. Please keep the following professional conduct in mind in your interactions in our office. Above all else, please be patient and courteous as you engage with our staff and guests.

- **Be considerate:** We need your full support to deliver the best care for you. Your decisions will affect our providers, partners, and colleagues. You should consider the consequences when making decisions about your health.
- **Be Respectful:** We understand that as a patient, you have thoughts about your health. As we honor your voice, we also want to encourage you to honor our providers' expertise and knowledge. 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 down others.

**Most importantly, harassment and exclusionary behavior aren't 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.
  - Unwelcomed sexual attention.
  - Advocating for, or encouraging, any of the above behavior.
- **Don't harass.**  
In general, if someone asks you to stop something, then stop. 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.
  - **Turn 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. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong. Don't forget that we all make mistakes, and blaming each other doesn't get us anywhere. Instead, focus on resolving issues and learning from mistakes.

**Please contact our administrator at 386-206-2929 or email [totalcare@shekinahealth.com](mailto:totalcare@shekinahealth.com) if you have any questions regarding our Patient Code of Conduct.**