



Patient Code of Conduct Fact Sheet

Your Rights as a Patient:

- Accept or refuse treatment.
- Discuss all benefits and risks associated with treatment.
- Request summaries/copies of medical records following state and federal law.
- Seek a second opinion.
- Protection of your private information.
- Get an explanation of your risks, benefits, and alternatives if you transfer to another medical facility.
- Within reason, your wishes for treatment are honored.

In Our Practice:

- We treat patients with respect, dignity and autonomy.
- We don't discriminate against race, color, gender, ethnicity, sex, sexual identity, or national origin.
- We value your privacy. See our [HIPPA notice](#) for more details.
- We involve you in all aspects of your treatment.

Payment Process and Collections

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 is made for payment. Before your account is sent to collections, you will receive during a three months period:

- Three mailed reminders of your overdue balance.
- Reminder invoices.
- At least two phone call reminders.
- Final statement and formal collections notice.

If we do not receive a payment **within 10 business days of the final notice date**, your account will be sent to collections

Cancellation Policy

NOTICE IS REQUIRED FOR ALL CANCELLATIONS AND RESCHEDULING

Unable to keep your appointment? Notify us within 24-hours at **386-206-2929**. If you are a no-show or do not call within 24 hours, a **\$50.00 fee** will be charged.

As a patient, I understand this document is simply a fact sheet of Shekinah Health's Patient Code of Conduct. I will review the high-level overview version and/or the full version available on Shekinah Health's website at my own discretion.

By signing below, I agree to abide by the policies within the Patient's Code of Conduct.

Patient's Signature

Date