

Standards of Conduct

As a patient of Mosaic Health, I agree to the following:

1. I will treat staff and other patients with dignity and respect.
2. I will not yell at, threaten, or inappropriately touch staff or other patients.
3. I will keep all my scheduled appointments. If I am unable to keep an appointment, I agree to cancel at least 24 hours ahead of the scheduled appointment time.
4. I will provide accurate and up-to-date information about my address, telephone number, email address, insurance information, household size and income.
5. I will pay for services I receive in a timely manner, or I will request assistance to help arrange a payment plan.
6. I will provide accurate information about present and past health conditions including medicines I take and to report any unexpected changes in my overall health condition.
7. I will follow my treatment plan(s) or let my provider know if I am not comfortable with, or do not wish to follow, the recommended treatment.
8. I will notify the Health Center if I wish to discontinue services.
9. I will recognize the effect that my lifestyle choices may have on my health.
10. I will provide copies, as requested, of my health care information such as Advance Directives (i.e., Health Care Proxy and DNR) and immunization records in a timely manner.
11. I will respect the confidentiality of other patients.
12. I will report incidents of suspected physical, emotional, or sexual abuse by Health Center staff or other patients.
13. I will not have any firearms, weapons, or explosives of any kind, in my possession while on health center property.
14. I will not use or have any substances such as tobacco, marijuana, vape products, or alcohol while on the Health Center property. I understand that my provider may not see me if I come to my appointment under the influence of drugs or alcohol.
15. I understand my provider may not see me if I come to my appointment under the influence. I will not have any illegal substances of any kind, in my possession while on health center property.
16. I will respect the property of the Health Center.

I understand that if I fail to follow any of these standards, I may be dismissed from the practice.