



## **Patient Code of Conduct**

Harmony Healthcare Long Island (HHLI) believes in treating people with respect and courtesy. Our goal is to support them in being healthy. To do this, we need to have a safe space for all patients, clients, families, and staff.

### **As a patient, I understand that HHLI expects me to:**

1. Be respectful and thoughtful of other patients, staff, and any other person in the health center or HHLI property.
2. Be respectful and thoughtful of HHLI property and other people's property.
3. Provide full and correct information about my health. This includes health problems I have now and have had in the past, medicines that I take, times that I have been in the hospital, and any other matter that has to do with my health.
4. Provide the right information about my health insurance or other information that has to do with payment for my care.
5. If you have any questions about the care or our unhappy with the service received in our office, please contact our practice manager before you leave our office so that any clarifications about your care or the services you received can be addressed.
6. Please communicate all issues that you wish to discuss with the doctor at the time your appointment is scheduled, so that an appropriate amount of time can be allotted. If you do not do this in advance, another visit may be necessary so that the doctor can give all patients the time and quality of care they deserve.
7. Questions about your billing from the HHLI can be addressed by contacting the billing department at: 516-296-2700 Option 1, Mailbox #60998
8. Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Do not record any part of your visit to the health center without permission of staff and other patients who may be recorded.
9. Adults are expected to supervise their children.

### **The following behaviors are not acceptable:**

- Cursing or swearing
- Using threatening or sexually inappropriate language or behavior
- Intimidating or harassing staff or other patients
- Making threats of violence or harm through phone calls, letters, voicemail, email or other forms of written, verbal, or electronic communication
- Physically assaulting or threatening to inflict bodily harm
- Damaging business equipment or property
- Making menacing or derogatory gestures or remarks
- Making racial or cultural slurs
- Possessing firearms or weapons
- Drinking or drug use at the health center or on HHLI property

- Smoking at or near the health center or HHLI property
- Stealing from the center, center staff, or other patients
- Threatening or inappropriate postings on social media about HHLI or its *staff*.

**We expect all patients to follow our Code of Conduct. HHLI will enforce this Code of Conduct. We may ask you not to come to our health center if you do not follow it.**

I have received the Patient Code of Conduct. I understand my responsibility to follow the Patient Code of Conduct.

Patient Signature

Print Patient Name

Date

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Witness Signature

Print Witness Name

Date

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