

Patient Code of Conduct

Purpose of Policy

The Patient Code of Conduct is a policy to ensure a safe and positive environment for both staff and patients of GO PT. The following provides guidance on expectations, unacceptable behaviors, termination of treatment, and how to report or ask questions about care. This policy is meant to set-up all parties for successful interactions by providing parameters around the patient and provider relationship.

Expectations

To provide a safe and positive environment for staff, visitors, patients and their families, GO PT has the following expectations for all people who are in our clinics or communicating over the phone:

- Communicate in a respectful and calm manner.
- Refrain from any unacceptable behaviors listed below, whether in-person or over the phone.
- 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. Patients must set their devices to silent or vibrate for the duration of their appointment.
- Our practice follows a zero-tolerance policy for aggressive behavior.
- Adults are expected to supervise their children if they are under 9 years old or without appropriate release paperwork.
- Please communicate all physical ailments that you wish to address while scheduling your appointment. This will ensure your provider has allotted the appropriate amount of time and the correct paperwork. If you don't 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.

Unacceptable Behaviors

The following is a list of behaviors or actions that are not acceptable at GO PT, in-person or over the phone:

- Possessing firearms or any other item that can be used as a weapon.
- Intimidating, or harassing anyone on our premises.
- Making threats of violence through phone calls, letters, voicemail, email or other forms of written, verbal or electronic communication.
- Physically assaulting or threatening to inflict bodily harm.

- Making verbal threats to harm another individual or destroy property.
- Damaging business equipment or property.
- Making menacing, sexual, or derogatory gestures or comments.
- Making racial or cultural slurs, or other derogatory remarks.
- Yelling and/or speaking in a belittling/disrespectful way to staff, patients, and/or guests.
- Fraudulence of any kind.
- Requests to edit documentation in a way that changes the provider's intended prognosis.

Criteria for Terminating Provider/Patient Relationship

The following is a list of reasons care may be terminated:

- Non-adherence to plan-of-care by the patient.
- Excessive cancellations or tardiness, as determined by the provider.
- Non-adherence to office policies, such as mask mandates and check-in protocol.
- Any behavior listed in the above, Unacceptable Behavior list.
- Non-payment for services.

Questions, Concerns, and Reporting

If you have any questions about the care received or dissatisfaction with the service provided in our office, please contact our Clinic or Office Manager so they can address your concerns promptly. The appropriate Clinic or Office manager can be reached by email at frontdesk@gopt.co or by calling the individual clinic phone number.

All concerns will be investigated by our management staff and appropriate measures taken to ensure a just resolution.