

Keystone Health Patient and Visitor Code of Conduct

To help promote an environment of safety and mutual respect between patients and providers, Keystone Health requires the patients, their families, and visitors to abide by the requirements of this Patient Code of Conduct.

PATIENT INFORMATION. Patients (or their representatives) must ensure that the patient information provided to Keystone Health is true and correct at all times. Patients must also notify Keystone Health about any significant changes to patient information.

DISRUPTIVE BEHAVIOR. Patients shall not engage in any disruptive behavior while on the premises of Keystone Health. Disruptive behavior includes but is not limited to: (i) engaging in threatening or abusive conduct; (ii) using profanity or similarly offensive language; (iii) criticizing staff in front of other patients or staff members; (iv) making discriminatory or harassing comments of a sexual, racial, or ethnic nature; and engaging in inappropriate physical contact with any office staff, visitor or patient of Keystone Health.

INSURANCE. Patients agree to cooperate and provide all information Keystone Health requires to bill the applicable insurer.

PAYMENT SCHEDULE. Patients are responsible for making all payments for services upon receipt of the billing statement after the services are performed in accordance with Keystone Health's Financial Responsibility Policy, including copayments and deductibles due at the time of service.

USE OF CELL PHONE AND CAMERAS IN THE OFFICE. Patients are required to be respectful of other patients and office staff and conduct cell phone conversations outside of the office. Patients and family members are strictly prohibited from taking pictures or audio-video recordings of other patients or posting such pictures or recordings to any social media site under any circumstances. Furthermore, patients and family members are strictly prohibited from taking pictures or audio/video recordings or posting such pictures or recordings of Keystone Health providers or staff without the prior written consent of Keystone Health.

Keystone Health may terminate a patient's relationship with Keystone Health for failure to comply with this patient code of conduct and will assist patients in transferring care to another provider if termination becomes necessary.