

Patient Code of Conduct

Our Commitment to Respectful, Compassionate Care

Approved: September 2026

Last Reviewed: September 2026

Good healthcare depends on a strong relationship between you and your care team. That relationship works best when it is built on trust, honesty, and mutual respect, and we are committed to doing our part to make that possible.

Our Commitment to You

At Praxis Health, every patient deserves respectful, high-quality care in a safe and welcoming environment. We are committed to:

- Building a relationship with you based on trust and mutual respect
- Treating you with dignity, honesty, and compassion
- Listening to your concerns and involving you in your care
- Responding promptly to urgent clinical needs
- Maintaining a safe, professional environment for all patients and staff
- Providing appropriate care transitions if the relationship cannot continue

Expectations for All Patients

A good care relationship is a two-way commitment. To help protect that relationship, and to maintain a safe and respectful environment for everyone, we ask that all patients and their guests observe the following:

1. Respectful Communication

- Speak to staff, providers, and other patients with respect and courtesy.
- Disagreements and frustrations are normal. Please express concerns calmly and constructively.
- Verbal aggression, threats, intimidation, harassment, or abusive language toward any staff member or patient will not be tolerated.

2. Honest and Accurate Information

- Please provide complete and truthful information about your health history, medications, and symptoms.
- Honesty allows us to provide you with the safest, most effective care possible.

3. Appointment and Care Agreements

- Please arrive on time for scheduled appointments. If you need to cancel or reschedule, notify us as soon as possible.
- Excessive no-shows or late cancellations may affect your ability to schedule future appointments.
- Please follow through on agreed-upon care plans, or communicate with your provider if you have concerns or questions.

4. Medications and Controlled Substances

- Requests for controlled substances outside of your established care plan require a provider visit and clinical review.
- Diversion, misuse, or misrepresentation related to controlled substances is grounds for immediate discharge.
- Any behavior or activity that suggests medication diversion will be taken seriously and documented.

5. Safety and Property

- Violence, threatening behavior, or possession of weapons on Praxis Health premises will result in immediate discharge and may be reported to law enforcement.
- Damage to clinic property is not acceptable and may result in financial responsibility and discharge.

6. Respect for Others

- Discriminatory language or behavior targeting staff or other patients based on race, ethnicity, gender, religion, sexual orientation, disability, or any other characteristic will not be tolerated.
- All patients and guests are expected to respect the privacy and experience of others while in our facilities.

Consequences for Non-Compliance

We take these expectations seriously, not to be punitive, but because the relationship we build with you, and the safety and well-being of our patients and team, depend on mutual respect. Whenever possible, we will work with you directly to address concerns and preserve the relationship before considering a more serious step.

Response	Circumstances
Verbal reminder or written warning	First or minor instances of non-compliance with this policy.
Formal discharge from care	Repeated violations, verbal aggression or threats toward staff, medication misuse or diversion, or any behavior that compromises staff or patient safety.
Law enforcement notification	Physical violence, credible threats of harm, or criminal behavior on clinic premises.

Discharge is not a decision we make lightly. It is reserved for situations where the relationship cannot continue safely, even after efforts to address concerns directly. When a patient is discharged for non-compliance with this Code of Conduct, Praxis Health will provide reasonable transition support, including emergency care for acute needs, access to medical records, and appropriate referral information to assist in establishing care elsewhere.

Availability

This Patient Code of Conduct is available on the Praxis Health website and posted at all clinic locations. Patients and guests are expected to be familiar with these expectations as a condition of receiving care.