

## Patient Code of Conduct

Infinite Health Collaborative (i-Health) is committed to providing high-quality care to our patients and our communities in a safe and respectful environment. Visitors and patients are to refrain from unacceptable behaviors that may be deemed disruptive or pose a threat to the rights or safety of others.

As a patient or visitor of our practice, please consider the following:

- Everyone will be treated with respect, dignity, and kindness.
- If you have any question about the care or are unhappy with the service received during your experience, please contact a supervisor or manager before you leave so any clarifications about your care, or the services provided can be addressed.
- Please communicate all issues you wish to discuss with the doctor at the time your appointment is scheduled. This allows the appropriate time to be coordinated with the appropriate provider in attempt to give all patients the time and quality of care deserved.
- Questions about your billing can be addressed with Customer Service. They are available Monday – Friday, 8:00am – 5:00pm, telephone number 952-512-5625.
- All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experience.
- All patients and visitors will use respectful, appropriate language and behavior. Physical, aggressive, intimidating, or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated (including disrespect of property).
  - This may include comments related to race, religion, gender, sexual orientation, or personal traits.
- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording within any patient care location.
- Adults are expected to supervise their children.

If i-Health believes there is a violation of the guidelines:

- Patients may be asked to leave or transfer care to a different location.
- For more severe violations, future care at i-Health may not be allowed due to the dissolution of the patient-provider relationship.

- In a case of non-compliance, patients may have an opportunity to explain their perspective, which may be considered prior to any decisions regarding future care.
- Visitors may be asked to leave and could be restricted from future visitation or care at an i-Health location.

If you witness or experience any unacceptable behavior, please report it to a member of your care team, clinic leadership or [PatientAdvocate@RevoHealth.com](mailto:PatientAdvocate@RevoHealth.com).

Every day, our team is committed to providing the highest level of care to our patients. Please show them the respect they deserve, and you expect as a patient or visitor. Thank you for choosing i-Health. And thank you for joining us in our commitment to ensure a safe, caring, and inclusive environment for us all.