



Panacea – O’Neill Medical Group

Office Policies and Code of Conduct

Patient Code of Conduct

You must treat all members of our staff (providers, medical assistants, receptionists and managers) with appropriate and civil respect. Vulgar language, belligerent or abusive behavior will not be tolerated. The same rule applies in our dealings with patients for all staff members. Patients or even staff who do not follow this expectation will be dismissed from this practice upon report.

Patient Compliancy

Panacea O’Neill Medical Group providers strive to provide the best medical care possible. This is especially applicable to acute care, disease management and preventative care. To this end, providers may require and hold the right to expect their patients to be compliant to their orders. Patients need to accept this includes not only following through with orders, but as well any requirements for follow-up appointments. Many disease conditions and medications require routine testing of various system processes or simply seeing the doctor. Providers reserve the right to decide on their prescription habits and the way in which they hold their medical license, not failing to mention administer the best medical care possible they see fit.

Front Office Policies and Various Charges

In order to provide the best medical care possible and continue our operations we must not neglect there are necessary additional fees and various policies we have set in place to insure our viability. From your requests or visits there may be certain additional charges or limitations that apply; **a complete list can be provided upon request.** We follow many industry standards in respect to these measures but have made our best efforts to keep these costs as low as possible. These fees and or processes are non-negotiable and must be paid at time of service, along with and including payment of co-pays, co-insurances and deductibles. Furthermore, all requests will be met in a timely fashion as determined by the office but can never be expected in an unreasonable time frame; thus you must allow 48 hours for all requests to be met. Patients are responsible for managing their medications/requests appropriately and allow time for requests to be met.

We thank you for your understanding and co-operation on the above. As a patient we understand and respect the right of choice you have for selecting a primary care physician. In order to fulfill your expectations of the best medical care possible you need to be familiar with our policies and standards.

Date

Patient Name

Signature