ORLANDO NEUROSURGERY

Patient Name: _____ DOB:_____

Patient Code of Conduct

Orlando Neurosurgery is a healing environment. To accomplish our mission to improve the lives of our patients, we will need to work together to provide a safe and healthy environment for our patients, staff, and visitors. Orlando Neurosurgery expects all visitors, patients, and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of others.

As a patient visiting our practice, we expect the following:

• Please communicate all issues you wish to discuss with your provider at the time your appointment is scheduled so we can allot an appropriate amount of time for your appointment. If you wish to discuss additional issues, another visit may be necessary in order to ensure all patients are given the time and quality of care they deserve.

• If you need to cancel or reschedule an appointment, please contact the office at least 24 hours prior to your appointment.

• If you have any questions about your care, or if you are unhappy with the service received in our office, please contact our practice manager before you leave the office so that any concerns you have can be addressed.

• We have a zero-tolerance policy for any aggressive behavior directed toward our staff. We encourage you and all members of your support team to be respectful to your care team.

• 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. Set the ringer to vibrate before storing away.

• Please supervise any underage children accompanying you.

• End every visit with a clear understanding of your provider's expectations and treatment goals. • Follow recommended treatment plans, consultations, and other follow-up care.

The following behaviors are prohibited:

- Possessing firearms or any weapon.
- Intimidating, harassing, physically assaulting, or threatening staff or other patients or visitors including use of profanity or aggressive language.
- Making threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication.
- Damaging business equipment or property.
- Making menacing or derogatory gestures.
- Making racial, cultural, or sexual slurs or other derogatory remarks.
- Refusing to follow any practice of public health and safety policies or regulations including wearing a mask when required.
- Videotaping, audiotaping or recording Orlando Neurosurgery providers, staff members, patients, or visitors by any other means without prior authorization. If you are subjected to any of these behaviors or witness inappropriate behavior, please report it to any staff member.

Violators are subject to removal from the facility and/or discharge from the practice.

Patient Signature_____ Date: _____