

## ARA PATIENT CODE OF CONDUCT

**Cell Phones/Electronic Devices:** Cell phones and electronic devices are permitted in the office but must be turned to silent or vibrate. Phone conversations, video chat, and live-stream are prohibited while in the office. Headphones must be worn while using a cell phone or electronic device for listening to music, watching videos, etc.

**Photographs/Recording:** Photos, Audio and Video recording, using any electronic device, is strictly prohibited.

**Children under 18 years:** All children under 18 years old must be accompanied by an adult. Children may not be left alone without adult supervision in any area of the office and are not allowed in treatment areas, including but not limited to, the infusion, physical therapy, radiology departments. Patients under 18 years old must be accompanied by an adult.

**Privacy:** We ask that you respect the privacy of other patients. All patients must remain in designated patient areas (waiting room, exams rooms, and other testing/treatment areas). Patients may not enter any area designated for staff only.

**Safety:** The staff takes every precaution to ensure a safe and pleasant visit. Safety is our highest priority. If you have any safety concerns, please bring it to the attention to a staff member or a manager immediately.

**Respect:** We ask that you respect the staff and other patients in the office. Any threatening or derogatory language, racial slurs, cursing, etc., will not be tolerated. Anyone who engages in this behavior will be asked to leave immediately and may be discharged from the practice.

**No Show / Same Day Cancellation Fee:** A fee will be assessed for all no-shows or same day cancellations. All cancellations and / or scheduling changes should be made during clinic hours, and no later than the last business day prior to your appointment.

I, \_\_\_\_\_, certify that I have read and understand the Patient Code of Conduct and will comply with all ARA /ARISE protocols. I acknowledge that failure to do so may result in being discharged from ARA and all its services.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_