



# Patient Behavior Agreement

Hill Health Inc., is committed to providing excellent patient-centered care along with the patient's participation. The expectations below outline unacceptable behaviors that impede a healthy and safe patient-care environment. By signing this agreement, you are acknowledging you are aware of Hill Health's behavior expectations in the office, on the phone or in portal communications to providers and staff and understand that failure to uphold any of those behaviors could result in termination from the practice.

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## Unacceptable Behaviors Agreement:

- **Verbal abuse or violence:** The patient, a family member, or a third-party caregiver is rude, uses disparaging or demeaning language, threatens harm or violence, or sexually harasses office personnel or other patients, visitors, or vendors; shows violent or irrational behavior; physically assaults providers or staff; makes threats of physical harm; or uses anger that could jeopardize the safety and well-being of anyone present in the office.
- **Treatment nonadherence:** The patient does not or will not follow the treatment plan or the terms of a pain management contract or alters medication or therapy regimens prior to completion, which impairs provider's ability to furnish services and can compromise patient safety.
- **Follow-up noncompliance:** The patient repeatedly cancels follow-up visits or does not keep scheduled appointments with providers or consultants.
- **Office policy nonadherence:** The patient does not observe office policies, such as those implemented for timely prescription refills or appointment cancellations or refuses to adhere to mandated infection-control precautions. This includes any form of recording, photographing, or video taping while in the office. Patients must comply with masking mandates in place during office visits.
- **Display of firearms or weapons:** The patient, a family member, or a third-party caregiver brings a firearm or weapon on the premises.
- **Inappropriate or criminal conduct:** The patient shows inappropriate behavior toward providers or staff or takes part in drug diversion, theft, or other criminal conduct involving the practice.
- **Nonpayment:** The patient owes a backlog of bills and has declined to work with the office to set up a payment plan or has stopped making payments that had been agreed on previously.

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## Exceptions and Special Circumstances:

A few situations may require added steps or a delay before ending the patient relationship. Examples include the following situations:

- If the patient is in an acute phase of treatment, delay ending the relationship until the acute phase has passed. For example, if the patient is in the immediate postoperative stage or is in the process of a diagnostic workup, it is not advisable to end the relationship.

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**Certain situations prohibit patient dismissal:**

- Patients may not be dismissed or discriminated against based on limited English proficiency or status within a protected category under federal or state legislation, including race, color, national origin, sex, disability, sexual orientation, and age. Examples of laws prohibiting discrimination – which carry significant civil and administrative penalties for violations – include the Americans with Disabilities Act (ADA), the Civil Rights Act, and the Affordable Care Act. (The Department of Health and Human Services outlines requirements for providers regarding nondiscrimination policies and notices.)

**Patient Name** \_\_\_\_\_ **Date of birth** \_\_\_\_/\_\_\_\_/\_\_\_\_  
(please print)

**Signature** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_