

PATIENT CODE OF CONDUCT

Modern Medical Weight Loss & Wellness

1230 Woodland Dr. Ste 207 Elizabethtown, KY 42701



Our practice is committed to providing safe, respectful, and high-quality care to every patient. To maintain a professional healthcare environment, we ask all patients to follow the guidelines below.

Our Commitment to You

We will:

- Treat you with dignity, respect, and professionalism.
- Provide care without discrimination in accordance with Kentucky and federal law.
- Protect your privacy in compliance with HIPAA.
- Address questions and concerns promptly and professionally.\

Patient Expectations

While receiving care at our clinic, patients are expected to:

- Treat providers, staff, and other patients with courtesy and respect.
- Refrain from yelling, profanity, threats, intimidation, or discriminatory remarks.
- Avoid disruptive behavior or outbursts.
- Follow clinic policies regarding appointments, payments, and medication management.
- Provide accurate medical information.
- Comply with safety and office procedures.

Zero-Tolerance Behavior

The following behaviors are not permitted:

- Verbal abuse or harassment/yelling at office personnel
- Threats or acts of violence

- Discriminatory or sexually inappropriate comments
- Intimidation of staff or other patients
- Disruptive behaviors (of any kind)
- Non-compliance with Payment Policies
- Property damage

If such behavior(s) occurs, the appointment may be ended immediately, and you may be asked to leave the premises. Law enforcement may be contacted if necessary.

Refusal or Termination of Care

In accordance with Kentucky law and professional standards, **Modern Medical Weight Loss & Wellness reserves the right to refuse non-emergency treatment or terminate the provider-patient relationship** if a patient engages in abusive, threatening, or repeatedly disruptive behavior, or otherwise compromises the safety or integrity of care. We may terminate also at any time if any of our policies are not followed.

If care is terminated:

- Written notice will be provided (upon request; and incident will be documented onto your account)
- Medical records will be transferred upon proper written authorization.
- Management will relay and document how long patient is “banned” for if necessary.

Questions or Concerns

If you have concerns about your care, please contact the Practice Manager at:

Phone: 270-600-7001 / Email: “modernmedicalweightloss1@gmail.com”

Acknowledgment

I have read and understand this Patient Code of Conduct and agree to comply while receiving care at this practice.

Thank you for your understanding,

-Modern Medical Team