



## **Patient Conduct Agreement**

This is a behavioral agreement between me and Lyon-Martin Health Services, a program of HealthRIGHT 360.

**I understand that I am welcome to receive services at LMHS as long as I agree to the following:**

1. I will not verbally threaten or engage in aggressive behavior with staff, clients, or any other person on LMHS grounds
2. I will wait patiently when I present myself for clinic services
3. I will comply with LMHS staff requests
4. I will communicate with staff when I am feeling triggered or upset and ask for assistance
5. I will not consume alcohol, drugs, or other intoxicants in the clinic
6. I will not use language that is offensive to any client or staff member based on race, sexual orientation, or appearance
7. I will respect all members of my clinic team at all times

Failure to comply with above will result in your being asked to leave the clinic and a warning letter will be issued to you in writing. If this conduct agreement is violated again you will be notified in writing that you will not be permitted to access any services offered by LMHS in our clinic for 30 days.

Any further behavioral violations will be reviewed by our clinic leadership to determine if further disciplinary action is needed. LMHS reserves the right to terminate any client from the clinic indefinitely for offenses deemed to be severe and dangerous by our clinic leadership which is responsible for reviewing any behaviors felt to be disruptive that occur in our clinic.

**Lyon-Martin Health Services agrees to:**

1. Meet your service needs to the best of our ability given our resources
2. Communicate with you in a respectful way
3. Be available to answer any questions regarding your medical care to the best of our ability
4. See you as close to your regularly scheduled appointment as possible
5. Communicate with you any delay in providing services
6. Review and discuss all grievances filed by you and respond within 5 business days



## No- Show Policy

A “no-show” is when you miss an appointment without calling 24 hours in advance to cancel. After three (3) consecutive no-shows, you will not be allowed to schedule a future appointment but instead will need to be seen as a “drop-in” which usually occurs with a nurse in our clinic. Please keep this in mind when you are scheduling your appointments. We want to provide the best care possible for you but ask that you be respectful of our provider’s time.

**\*\*Please note: Lyon-Martin Health Services has a policy wherein we do not provide narcotic pain medications on a drop in basis.**

By signing below, you agree to abide by these policies set forth by Healthright360-Lyon-Martin Health Services. If this agreement is violated in any way, as determined by Lyon-Martin Health Services staff, you will be subject to the disciplinary actions outlined above.

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

Patient Name: \_\_\_\_\_