



CODE OF CONDUCT FOR PATIENTS, PARENTS AND VISITORS

Arizona Community Specialists (ACS) provides a safe and healthy environment for staff and patients, free from discrimination based on race, age, sex, sexual orientation or ethnicity. ACS expects patients, accompanying family, and visitors to conduct themselves in a safe and courteous manner.

The following behaviors standards are required when you receive care at an ACS campus:

- Comply with your treatment plan: consistently following your prescribed treatment plan
- Attend scheduled appointments: consistently attending scheduled follow-up visits and appointments
- Be Polite: politeness is expected during all interactions with all staff and visitors and in all written verbal and electronic communications.
- Respect: treat all people within ACS without discrimination or bias.
- Use of medications or controlled substances: use prescribed medications as directed by your doctors. For your safety, it is critical that you share with your doctor other medication(s) you are taking which have been prescribed by other health care provider(s).
- Property: respect our property and equipment, theft or destruction to the property or equipment will not be tolerated.
- Honor your financial obligation: you need to meet the financial obligation for the care you receive by making the required payments or arranging for a payment plan.
- Requests: make reasonable requests and respect your physician's time. Our priority is to care/treat your problem which is in the scope of the specialty or plan of care we are able to provide.
- Be considerate: refrain from making unwelcome sexual advances or stalking behavior towards a physician or staff member.
- Non-violent demeanor: respect the physical safety of our staff, fellow patients and visitors
- Ethical conduct: adherence to legal and ethical behavior and refrain from any request that could put an ACS staff member at risk.

Use of rude, threatening, offensive, demeaning or hostile language; violent or aggressive behavior, making threats of physical harm, or using anger to jeopardize the safety and well-being of staff, other patients or visitors with threats of violence or other aggressive acts will likely result in immediate termination from care at all ACS campuses.

If you are concerned about any aspect of the care you receive during your treatment, discuss this with your doctor or the practice manager.

Thank you for choosing ACS.