

River City Retina Consultants

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Patient & Visitor Behavioral Guidelines

We strive to provide the best medical care possible. To that end, the River City Retina Consultants team is trained to treat our patients (and their guests) and other visitors with the utmost respect, regardless of location or the method of communication. We ask our patients and partners to support us in ensuring that respect is mutual. Please treat others with respect, dignity, and compassion and adhere to rules and expectations detailed herein.

The rules and expectations detailed below apply to all people using River City Retina Consultants property or online platforms, who are not directly in the role of a River City Retina Consultants employee, volunteer, contractor, or affiliate. This applies to the families, caregivers and acquaintances of our patients. They also apply to guardians and health care agents, sometimes classified as substitute or alternate decision makers.

Please Note: We also may enforce other rules and restrictions that are meant to increase safety or prevent infections, or both.

River City Retina Consultants Rules and Expectations

Patients and visitors may not engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions. "Actions" may also be referred to as "behaviors".

Specifically, patients and visitors are not allowed to:

1. Record audio, video, or take photos in any clinical area, or in non-clinical areas where staff or patients may be captured, without their explicit consent.
2. Yell, use profanity, call people names, lie, or use deceptive behavior.
3. Use words or actions that are humiliating, discriminatory, or racist.
4. Verbally threaten people.
5. Sexually harass people.
6. Display behavior intended to intimidate or frighten people, or show physical aggression.
7. Display other inappropriate speech or behavior as determined by River City Retina Consultants.
8. Have weapons on any River City Retina Consultants property.
 - Prohibited items include, but are not limited to, firearms, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage.

If there are questions about whether or not speech or actions are in violation of these rules, the River City Retina Consultants staff will make the determination.

Patients are expected to attend appointments as scheduled. If you are not able to attend an appointment, you or a representative must provide ample notice. For more on appointments at River City Retina Consultants, please see the Appointments Policy.

River City Retina Consultants may dismiss patients from our office and/or health care providers due to behaviors such as:

1. Repeated missed appointments without proper cancellation.
2. Failure to follow an agreement related to use of controlled substance(s) or similar concerns.
3. Failure to follow the care team's treatment plan -A treatment plan may also be referred to as a care plan.
4. Other inappropriate behavior as determined by O River City Retina Consultants.

Patients and visitors are expected to follow all rules and expectations. This includes all forms of communication with River City Retina Consultants staff, whether interactions occur via online platforms, or on River City Retina Consultants owned or rented property.

Patients are responsible for the conduct of their visitors. If a visitor engages in ongoing disruptive speech or behavior, the patient may face consequences. This may include Termination of Patient Care.

Please Note: Termination of Patient Care is the permanent end to a patient's access to ongoing care at River City Retina Consultants locations. This does not apply to emergency care.

Below describes our responses to Inappropriate Speech or Behavior

Visitors who engage in any form of disruptive speech or behavior:

- May have restrictions placed on their in-person visitations.
- May be removed from River City Retina Consultants owned or rented property.

Failure to comply with the River City Retina Consultants Patient & Visitor Behavioral Guidelines and other applicable rules may result in additional action by River City Retina Consultants, including, but not limited to:

- Involvement of local law enforcement
- Prosecution for trespassing or criminal behavior, or both.