



ARS Medical Behavior policy
Effective: 03/08/2024

ARS Medical, PLLC. dba ARS Medical Primary Care- Patient Behavior Policies

1. Respectful Conduct:

- Patients are expected to treat all clinic staff, healthcare providers, and fellow patients with courtesy and respect and vice versa. Abusive or disruptive behavior will not be tolerated.

2. Appointment Punctuality:

- Patients are encouraged to arrive on time for appointments. Late arrivals may result in rescheduling or a shortened appointment duration. A 15 minute grace period is given but you will be seen after the prior visit if the prior visit arrives on time for their visit.

3. Confidentiality:

- Patient confidentiality is of the utmost importance. Please refrain from discussing personal medical information in common areas or with unauthorized individuals. Please read HIPAA form.

4. Communication:

- Open and honest communication is key to effective healthcare. Patients are encouraged to provide accurate and complete information about their medical history, symptoms, and concerns.

5. Compliance with Medical Advice:

- It is important for patients to follow prescribed treatment plans, medications, and lifestyle recommendations. Non-compliance may affect the effectiveness of the healthcare provided.

6. Personal Belongings:



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- Patients are responsible for their personal belongings. The clinic is not liable for any loss or damage to personal items.

7. Children and Accompanying Individuals:

- Children and accompanying individuals should be supervised at all times. Children are not allowed to sit unattended in waiting areas and clinic staff are not allowed to monitor children while family members are attending an exam. Disruptive behavior by accompanying individuals may result in restrictions on their presence during appointments. The clinic is not held liable for misplaced or injury to children or accompanying individuals while in the clinic or on premises. Service animals are allowed with documentation that they are a service animal and appropriate need at time of primary care service but must remain with patients at all times, it is the owners responsibility to make sure the premises remain clean after your animal and fees may apply if warranted.

8. No-Show Policy:

- Patients are expected to notify the clinic at least 24 hours in advance if they are unable to attend a scheduled appointment. Failure to do so may result in a no-show fee (see cancellation policy).

9. Medication Requests:

- Medication refills and requests should be made during scheduled appointments. Emergency requests outside of appointments may be subject to additional fees.

10. Financial Responsibility:

- Patients are responsible for understanding and meeting financial obligations, including copayments, deductibles, and any outstanding balances.

11. Use of Electronic Devices:

- Please use electronic devices discreetly in waiting areas. Turn off mobile phones or set them to silent mode during appointments.



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12. Infection Control:

- To prevent the spread of infections, patients are asked to follow any posted hygiene guidelines, including hand hygiene and respiratory etiquette.

13. Feedback and Concerns:

- Patients are encouraged to provide feedback and voice concerns through appropriate channels, such as surveys or speaking with clinic management.

14. Substance Use:

- The use of tobacco, alcohol, or illegal substances is not permitted on clinic premises.

15. Compliance with Policies:

- Failure to comply with these behavior policies may result in consequences, including discharge from the clinic. The clinic reserves the right to refuse service to anyone who violates these policies.

Your signature binds that you have read, understand, agree and will abide by the information provided in this document.

This document will remain in effect from initial visit until the patient decision to no longer seek medical attending at any of the ARS Medical , PLLC facilities is placed in writing and emailed to info@arsmedicalpllc.com.

Patient Signature _____

Print _____

Date _____

Thank you for your cooperation in creating a positive and respectful healthcare environment at ARS Medical, PLLC dba ARS Medical Primary Care.



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