

MED HEALING LLC

PATIENT CODE OF CONDUCT

Effective Date: August 1, 2026

OUR COMMITMENT TO A SAFE, RESPECTFUL, AND PROFESSIONAL HEALTHCARE ENVIRONMENT

At Med Healing LLC, we believe exceptional healthcare begins with mutual respect. We are committed to providing compassionate, professional, patient-centered medical care in an environment that promotes dignity, safety, and respectful communication for every patient, physician, advanced practice provider, employee, contractor, and affiliated healthcare professional.

To preserve this environment, all individuals receiving services through Med Healing LLC are expected to comply with this Patient Code of Conduct.

By scheduling, purchasing, or participating in services through Med Healing LLC, you acknowledge that you have read, understand, and agree to abide by this Patient Code of Conduct.

Failure to comply with this Code may result in suspension or termination of services, cancellation of appointments, or dismissal from the Practice, subject to applicable law.

1. PURPOSE

The purpose of this Code of Conduct is to:

- Promote a respectful healthcare environment.
- Protect the physical and psychological safety of patients, providers, and staff.
- Establish clear expectations for appropriate conduct.
- Preserve the integrity of the physician-patient relationship.
- Support the safe delivery of medical care through telehealth.

Respectful communication is an essential component of quality healthcare.

2. EXPECTED STANDARDS OF CONDUCT

Patients are expected to:

- Treat all physicians, nurse practitioners, employees, contractors, and representatives of Med Healing LLC with courtesy, professionalism, and respect.
 - Communicate honestly and respectfully.
 - Follow reasonable instructions necessary to safely conduct a telehealth visit.
 - Provide accurate and complete medical information.
 - Participate in appointments from a safe and private location whenever reasonably possible.
 - Respect the time of healthcare providers by arriving prepared for scheduled appointments.
 - Conduct themselves in a manner that supports an effective therapeutic relationship.
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3. ZERO-TOLERANCE POLICY

Med Healing LLC maintains a **zero-tolerance policy** for abusive, threatening, intimidating, or disruptive behavior directed toward any member of the Practice.

The following conduct is strictly prohibited.

Abusive Language

Patients shall not:

- Use profanity, vulgar language, obscene remarks, or offensive gestures directed toward Practice personnel.
 - Engage in yelling, screaming, or hostile verbal outbursts.
 - Use insulting, degrading, humiliating, or demeaning language.
 - Make personal attacks against providers or staff.
 - Repeatedly interrupt or prevent providers from conducting a medical evaluation.
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Threatening Behavior

Patients shall not:

- Make verbal or written threats.
 - Threaten physical harm.
 - Threaten legal action solely for the purpose of intimidation.
 - Threaten retaliation against providers or employees.
 - Threaten to damage the reputation of Med Healing LLC or its personnel through knowingly false or malicious statements.
 - Encourage others to harass Practice personnel.
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Harassment

Harassment of any kind will not be tolerated, including:

- Repeated unwanted communications.
 - Bullying.
 - Intimidation.
 - Discriminatory remarks.
 - Sexually explicit comments.
 - Inappropriate sexual advances.
 - Derogatory comments based upon race, color, national origin, age, disability, religion, sex, gender identity, sexual orientation, or any other protected characteristic.
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Aggressive or Disruptive Conduct

Patients shall not:

- Engage in hostile or intimidating behavior.
 - Purposely disrupt appointments.
 - Repeatedly ignore reasonable provider instructions.
 - Misrepresent medical information.
 - Impersonate another individual.
 - Attempt to manipulate or coerce medical decision-making.
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4. RECORDING OF TELEHEALTH VISITS

To protect patient privacy, provider privacy, and the integrity of the medical encounter:

Patients, family members, or third parties may **not**:

- Audio record appointments.
- Video record appointments.
- Take screenshots.
- Photograph providers or staff.
- Livestream any portion of a visit.
- Broadcast telehealth encounters.
- Upload recordings to social media, websites, forums, or other online platforms.

unless prior written authorization has been obtained from Med Healing LLC.

Unauthorized recording may result in immediate termination of the appointment and dismissal from the Practice.

5. SOCIAL MEDIA AND ONLINE CONDUCT

Patients are encouraged to share honest experiences. However, patients agree not to knowingly publish or distribute false, fabricated, or defamatory statements regarding Med Healing LLC, its providers, or employees.

Nothing in this policy limits a patient's lawful right to express truthful opinions or engage in activity protected by applicable law.

Patients also agree not to:

- Post confidential communications.
 - Share another individual's protected health information.
 - Misrepresent communications with Practice personnel.
 - Impersonate employees or providers online.
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6. PRESCRIPTION REQUESTS

Medical decisions belong solely to the treating physician or healthcare provider.

Patients shall not:

- Demand prescriptions.
- Pressure providers to prescribe medications.
- Attempt to influence clinical decision-making through intimidation or threats.
- Misrepresent symptoms to obtain medications.
- Request prescriptions under another person's name.

Not every consultation will result in medication or prescription refills.

7. FRAUDULENT ACTIVITY

Patients shall not:

- Provide false identifying information.
- Misrepresent their physical location during telehealth appointments.
- Use another individual's insurance or payment information without authorization.
- Falsify medical history.
- Submit fraudulent documentation.

Fraudulent conduct may result in immediate termination of services and referral to appropriate authorities when required by law.

8. PROVIDER DISCRETION

The physician or treating healthcare provider retains the sole professional discretion to determine whether a therapeutic relationship can be safely and effectively maintained.

Accordingly, Med Healing LLC reserves the right to:

- Suspend a telehealth visit.
- End an appointment immediately.
- Decline to initiate treatment.
- Decline to prescribe medication.
- Decline to refill medication.
- Refuse future scheduling.
- Suspend patient portal access when necessary for safety.
- Dismiss a patient from the Practice in accordance with applicable law and continuity-of-care obligations.

The Practice may exercise these rights when, in the reasonable professional judgment of the provider, a patient's conduct compromises safety, interferes with the delivery of medical care, undermines the therapeutic relationship, or otherwise violates this Code of Conduct.

Nothing in this policy obligates Med Healing LLC to continue a non-emergent telehealth encounter where abusive, threatening, or disruptive behavior prevents the safe and effective delivery of care.

9. RESPECT FOR CLINICAL DECISION-MAKING

Patients acknowledge that healthcare providers exercise independent medical judgment based on:

- Current clinical presentation.
- Medical history.
- Accepted standards of medical practice.
- Evidence-based medicine.
- Applicable laws and regulations.

Disagreement with a medical opinion does not entitle a patient to abusive, threatening, or coercive conduct.

10. ACKNOWLEDGMENT

By booking, purchasing, or participating in services through Med Healing LLC, I acknowledge that I have received, read, and understand this Patient Code of Conduct.

I understand that maintaining a respectful environment is essential to safe patient care.

I further understand that violation of this Code may result in suspension or termination of telehealth services, cancellation of appointments, or dismissal from Med Healing LLC, consistent with applicable federal and state law.