

PATIENT EXPECTATIONS AND RESPONSIBILITIES

At our medical practice, it is important to establish clear expectations and protocols for patients, families, and all practice team members in order to maintain an optimal healthcare environment.

As a patient visiting our practice, please consider the following:

- › At the time you schedule your appointment, please communicate the concern(s) you would like to address with your clinician so that an appropriate amount of time can be allotted. If you do not communicate the concern(s) in advance, another visit may be necessary so that the clinician can provide you the time and quality of care that you deserve.
- › Please arrive 15 minutes early for your appointment. If you are late for your appointment, your appointment may need to be rescheduled.
- › All children 12 years of age and under must be accompanied by a supervising adult that is over the age of 18, and who is not the patient.
- › Please know that the clinical team relies on you to be an active partner in your care. If you are having difficulty following your care plan, please let us know so that we can look for potential resources to support you to achieve your health goals together.
- › Please treat patients, clinicians, and all practice team members with respect.
- › Please refrain from using electronic devices during your visit.
- › Please be advised video or sound recording of clinicians or team members is not permitted without the expressed permission of the individual being recorded.
- › Clinicians have the right to protect their licenses and practice within the standard of care dictated by their respective specialty and state licensing guidelines.
- › Questions and concerns will be addressed as timely as possible but may not be answered immediately. You may be asked to make an appointment to discuss your concerns and provide the best care.
- › Be advised that the Healthcare Hero's Violence Prevent Act states it is a crime to assault a health care professional, any volunteer working for a health care professional or working at a health care facility, any supportive services staff member working for a health care professional or working at a health care facility, or any employee of a health care professional or a health care facility, while the health care professional, volunteer, supportive services staff member, or employee is performing official duties. Any person who assaults a health care professional, volunteer, supportive services staff member, or employee in violation of this prohibition shall be subject to a fine, imprisonment, or both under the New Jersey Code of Criminal Justice, N.J.S.2C:1-1 et seq.
- › Please be advised that refills of medications will be provided to encompass the time until your next recommended appointment and no further than one year from the prior visit. A new appointment may be required to allow for further refills.

In addition, as a practice,

- › We will always make our best effort to treat you quickly and effectively.
- › We reserve the right to accept and maintain a patient just as they have the right to do so with their clinicians. We may choose to terminate that relationship in the following circumstances:
 - › Failure to adhere to a prescribed care plan
 - › Disruptive or abusive behavior, or threat of emotional or physical danger to staff or other patients.
 - › Fraudulent behavior.
 - › Multiple late cancellations.
 - › Cancellation of an initial visit without adequate notice or reasonable excuse.
- › If time is of the essence or you are in a high-acuity situation, contact emergency services.
- › Your clinician will make their best effort to contact you directly with concerns. If your clinician is not available, a covering clinician or representative may be your primary point of contact.
- › Requests for forms or other paperwork may take 10-14 business days to complete. If you have not had a recent visit, you may be asked to make an appointment to ensure accuracy and appropriate documentation.
- › Patients are responsible for keeping their scheduled appointments. Same-day appointment cancellations are subject to a cancellation fee and rescheduling will be based on availability.
- › If you have any questions about your care at Atlantic Medical Group, please let us know before you leave our office so that we may address them in a timely manner.
- › If you have questions about your bill, they can be addressed by calling 1-844-362-1735 or <http://myhealth.atlantichealth.org>.



Atlantic Health System
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