



# RULES OF CONDUCT AGREEMENT

The professionals and staff at MoZaic Care pride ourselves in treating each other and patients the way we would want to be treated. In addition, optimal patient care can only be achieved when mutual trust and respect exist.

This behavioral agreement between the patient and MoZaic Care (MC) is therefore required before we can engage in a professional relationship.

**I understand that I am welcome to receive care at MC as long as I agree to the following rules:**

1. Verbal or physical threats or behavior directed at staff, clients, or any other person on MC grounds is prohibited.
2. Waiting patiently for the physician's and staffs' availability is expected.
3. Alcohol, drugs, smoking, and other non-medical materials are not allowed in the clinic.
4. Communication with the staff should be in a mutually respectful manner.
5. Use of derogatory language as well as offensive language based on appearance, race, sexual orientation, or other identifying category is prohibited.
6. Grievances should be brought to our attention early and respectfully.

Failure to comply with the above will result in the patient being asked to leave the clinic and a warning letter will be issued in writing. A repeat violation of this conduct agreement will lead to an official notice as well as a 30-day ban from MC clinic grounds. Continued violations may lead to termination of the professional relationship, and MC reserves the right to terminate any patient from the clinic indefinitely for offenses deemed severe and dangerous to staff and patients.

**MoZaic Care agrees to the following rules:**

1. Verbal or physical threats or behavior directed at patients, their family members, or representatives is strictly prohibited.
2. Patient medical and surgical needs will be met to the best of our ability.
3. Alcohol, drugs, smoking, and other non-medical materials are not allowed in the clinic.
4. Communication with patients and their family/friends/representatives should be in a mutually respectful manner.
5. Use of derogatory language as well as offensive language based on appearance, race, sexual orientation, or other identifying category is prohibited.
6. Review and discuss grievances filed by you and respond in a timely fashion.

By signing below, you agree to abide by the policies outlined above.

Patient Signature: ..... Date: .....

Patient Name: .....