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### **ABC Pediatrics**

### **Patient Code of Conduct & Non-Compliance Policy**

At ABC Pediatrics, our goal is to provide safe, high-quality care for every child. To do this, we ask all parents and guardians to partner with us and follow our care guidelines.

### **What We Expect**

Parents/guardians are expected to:

- Keep scheduled appointments or give proper notice for cancellations
- Follow treatment plans, medications, and care instructions
- Complete recommended labs, referrals, and follow-ups
- Communicate openly with our providers about concerns
- Treat staff, providers, and other families with respect
- Meet financial responsibilities in a timely manner

### **Non-Compliance**

A patient may be at risk for discharge from the practice if a parent/guardian:

- Frequently misses appointments or cancels without notice
- Does not follow medical advice or treatment plans
- Does not complete recommended care (labs, referrals, follow-ups)
- Declines medically necessary recommendations after risks and alternatives have been explained
- Refuses preventive care (such as vaccines or screenings) in a way that limits our ability to provide standard care
- Displays disrespectful or inappropriate behavior toward staff
- Does not address outstanding balances after notice

## **Our Approach**

We will always try to work with families first by:

- Discussing concerns and answering questions
- Providing education and support
- Issuing a warning if needed

## **Discharge from Practice**

If concerns continue and affect our ability to provide safe care:

- The patient may be discharged from ABC Pediatrics
- A written notice is typically provided with 30 days to transition care
- Urgent care will be available during that transition period

## **Important**

Our decisions are always made with your child's safety and well-being in mind. We do not discriminate based on any protected status.

Medical records can be transferred upon request in accordance with the HIPAA Privacy Rule.