



PATIENT AND APEX PHYSICIANS CARE TEAM PARTNERSHIP AGREEMENT

Apex Physicians has a strong tradition of excellence in patient care. We are committed to providing patient and family centered care along with the patient’s participation. These expectations outline our partnership agreement which is intended to provide compassionate care in an environment that promotes comfort, healing and mutual respect between the patient and the Apex care team.

Expectations of the Patient and Apex Care Team Partnership Agreement:

Patient and Apex Care Team (doctors, nurses, social worker, medical assistants, physical therapist, etc.) will work together to provide the best possible care for the patient in a respectful environment. This includes communication of patient progress during the hospital stay and clinic appointment.

Patients will participate in the treatment plan, necessary to encourage safe and timely discharge.

Apex Physicians has a Zero Tolerance for any rude, condescending, threatening, demeaning comments or behaviors. Care will be terminated temporarily if the Apex Care Team member feels uncomfortable. Care will resume when respectful behavior is observed, and respectful communication is used. Anyone who continues the negative behavior and comments will be permanently dismissed from the clinic.

Any physically threatening behavior demonstrated by the patient and/or family will result in the immediate and permanent termination of care by the Apex Care Team. Apex Care Team members will immediately contact security.

Appointments and treatment will be given at agreed upon times.

Families are welcomed and recognized as an important part of a patient’s recovery. However, Apex Physicians will not tolerate threatening behavior or language, profanity, disruptive behavior, or any behavior that interferes with the care of any patient.

Apex Physicians has a Zero Tolerance for any alcohol or drug use on clinic property, abusive actions or language, or any other behavior that creates risk or threat to patients, families, visitors, or the Apex Care Team. Anyone, including families violating our Zero Tolerance policy will be permanently dismissed from the clinic.

I will comply with the clinic’s policies and procedures. I will use appropriate language when speaking in the clinic or on the phone.

I will treat staff with respect and dignity whether in the clinic or on the phone. I will comply with my treatment plan and recommendations. If I am unhappy or not comfortable with my treatment plan, I can respectfully disagree with said plan and choose to seek treatment elsewhere.

Patient Signature _____

Date _____