



LMG Cancer Center / LMG Infusion Center
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Patient Code of Conduct

Welcome to LMG Cancer & Infusion Center. We are committed to providing high-quality healthcare services in a safe and respectful environment. In order to ensure a positive experience for all patients and staff, we ask that you read and adhere to the following code of conduct:

****Respectful Communication****

1. Professionalism: Treat all staff, healthcare providers, and fellow patients with courtesy and respect. Any form of discriminatory, offensive, or inappropriate language or behavior will not be tolerated.
2. Abusive Behavior: Understand that verbal, physical, or emotional abuse towards staff or other patients is strictly prohibited. This includes, but is not limited to, threats, insults, or harassment.
3. Excessive Communication: Limit phone calls, messages, and emails to matters requiring urgent attention or scheduling-related issues. Please refrain from unnecessary communication, including discussing complex clinical issues that should be addressed during an office visit. Web encounters are only to be used for non-urgent matters such as prescription refills and appointment reminders.

****Optimizing Resource Use****

4. Efficient Use of Resources: Help us manage limited resources effectively by using our services responsibly. Only seek appointments for genuine medical concerns that require attention, and refrain from excessive use of medical resources.
5. Appointment Attendance: Please attend scheduled appointments punctually. Patients must arrive at least 15 minutes prior to their scheduled appointment time. If you are unable to make it, notify the office at least 48 hours in advance to allow other patients the opportunity to utilize that time.
6. Prescription Refills: Request prescription refills during scheduled office visits whenever possible. In the case of urgent needs, use the designated prescription refill line and allow 72 hours for processing. Controlled medications are not filled on Fridays.

****Privacy and Confidentiality****

7. Respecting Privacy: Respect the privacy and confidentiality of other patients. Do not engage in discussions about fellow patients within the practice or on any public platform.

8. Sharing Information: Provide accurate and complete information to the best of your ability. This is crucial for your safety and the efficiency of your medical care.

****Financial Responsibility****

9. Billing Inquiries: Address billing and insurance inquiries through the appropriate channels, such as the billing department, rather than involving healthcare providers or clinical staff. All payments are due at the time of service.

10. Cooperation with Insurance Guidelines: Understand and cooperate with insurance guidelines, including pre-authorizations and referral processes. This helps ensure the smooth delivery of your healthcare services.

****Consequences of Violation****

Violation of this code of conduct may result in dismissal from LMG Cancer & Infusion Center. We reserve the right to terminate our professional relationship with any patient who consistently disregards these guidelines, disrupting the healthcare environment for others.

By choosing LMG Cancer & Infusion Center, you are joining a community dedicated to maintaining a positive and respectful healthcare environment. Your adherence to this code of conduct is essential for fostering a cooperative and supportive atmosphere for all patients and staff.

Thank you for your cooperation.

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lmgcancercenter.com

Print Name

Signature

Date