

EXPECTATIONS FOR PATIENT AND VISITOR BEHAVIOR

Minnesota Oncology has a strong history of putting the needs of the patient first. Among other needs, Minnesota Oncology believes patients and visitors have the right to receive respectful communication when they interact with Minnesota Oncology employees. In addition, you have the right to know about the rules and expectations that apply to patients and visitors of Minnesota Oncology. These rules and expectations apply to all people using Minnesota Oncology property or online platforms, who are not directly in the role of a Minnesota Oncology employee, student, volunteer, contractor, or affiliate. The people most often affected by these rules and expectations are patients and their families, friends, caregivers, and acquaintances. They apply to guardians and health care agents, too. These agents also may be called substitute or alternate decision makers.

Minnesota Oncology's rules and expectations are described here. Minnesota Oncology also may enforce other rules and restrictions that are meant to increase safety or prevent infections, or both.

Minnesota Oncology Rules and Expectations:

- Patients and visitors may not engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions. Actions are also called behaviors.
- Specifically, patients and visitors are not allowed to:
 - Yell, use profanity, call people names, lie, or use deceptive behavior.
 - Use words or actions that are humiliating, discriminatory, or racist.
 - Verbally threaten people.
 - Sexually harass people.
 - Display behavior intended to intimidate or frighten people, or show physical aggression.
 - Display other inappropriate speech or behavior as determined by Minnesota Oncology staff.
 - Have weapons on any Minnesota Oncology property—prohibited items include, but are not limited to, firearms, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage.

If there are questions about whether or not speech or actions are in violation of these rules, Minnesota Oncology staff will make that determination.

Patients are expected to attend appointments as scheduled.

If you are not able to attend an appointment, you or another person must give ample notice to the department in which the visit is scheduled.

Minnesota Oncology may dismiss patients from a specific department or health care provider due to behaviors such as:

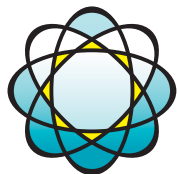
- Repeated missed appointments without proper cancelation.
- Failure to follow an agreement related to use of controlled substance(s) or similar concerns.
- Failure to follow the care team's treatment plan—a treatment plan is also called a care plan.
- Other inappropriate behavior as determined by Minnesota Oncology staff.

Patients and visitors are expected to follow all rules and expectations.

This includes time spent communicating with Minnesota Oncology staff, interacting with Minnesota Oncology online platforms, and any time spent on Minnesota Oncology property.

Patients are responsible for the conduct of their visitors.

If a visitor engages in ongoing disruptive speech or behavior, the patient may face consequences. This may include Termination of Patient Care. See "Minnesota Oncology Responses to Inappropriate Speech or Behavior" on the next page.



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(continued)

Minnesota Oncology Responses to Inappropriate Speech or Behavior

In addition to other responses shared here, you should know the following:

- Patients who engage in disruptive, derogatory, threatening, or aggressive speech or actions may face consequences up to and including Termination of Patient Care.
- Termination of Patient Care is the permanent end to a patient's access to ongoing care at Minnesota Oncology locations. This does not apply to emergency care.
- Visitors who engage in any form of disruptive speech or behavior:
 - May have restrictions placed on their in-person visitations.
 - May be removed from the Minnesota Oncology site.
- Failure to comply with Minnesota Oncology Expectations for Patient and Visitor Behavior and other applicable rules may result in additional action by Minnesota Oncology. These additional actions may include, but are not limited to:
 - The presence of Minnesota Oncology Security staff during patient appointments and any other interactions with Minnesota Oncology staff.
 - Involvement of local law enforcement.
 - Prosecution for trespassing or criminal behavior, or both.