



PATIENT CODE OF CONDUCT

To ensure a safe, respectful, and effective therapeutic environment, Rula expects all patients to engage in sessions with courtesy and mutual respect.

The following behaviors are **not** permitted during any interaction with a Rula provider or employee including by **video, telephone, email, messaging, or in-person**:

1. Verbal Abuse or Threats

Any form of aggressive, demeaning, or threatening language (or physical aggression in-person) directed toward providers or staff is strictly prohibited. This includes yelling, insults, or intimidation.

2. Targeted Use of Profanity

Excessive or targeted use of profane language is not acceptable, especially when used in a hostile or derogatory manner towards providers or Rula employees.

3. Discriminatory Remarks

Comments or behaviors that express or promote racism, sexism, homophobia, transphobia, ableism, or other forms of discrimination will not be tolerated.

4. Sexual or Inappropriate Conduct

Sexual comments, gestures, innuendos, indecent exposure, or any form of sexual harassment are grounds for immediate review and possible discharge from Rula services.

5. Substance Use During Sessions

Patients are expected to attend sessions in a sober state. Attending a session while under the influence of drugs or alcohol is not allowed.

6. Disruptive Behavior

Refusing to engage constructively or intentionally derailing a treatment session may constitute a violation of this agreement.

7. Boundary Violations

Attempts to contact providers outside of the Rula patient portal messaging or scheduled sessions (e.g. social media, telephone) is not allowed **unless the provider has explicitly approved this communication**.

8. Recording Sessions Without Consent

Sessions may not be recorded, captured with the use of AI dictation/transcription, or shared with other parties or in public (e.g. social media) without the express verbal consent of the provider and Rula.

9. Participation in Sessions from an Unsafe or Public Location

For example, joining sessions while driving a moving vehicle or in a public location where your privacy cannot be protected.

10. Declining to provide essential information

This includes refusing to share your current physical location at the start of a session, providing an emergency contact, or withholding information necessary for Rula staff and providers to ensure your safety, meet state licensing requirements, or manage your care effectively.

11. Non-Compliance with Treatment Recommendations

Examples include refusal to follow through on recommendation for specialized treatment, medical consultation or additional testing, referral to a higher level of care (i.e. intensive outpatient program, partial hospitalization program, inpatient treatment, detox, etc.) or continued attempts to reschedule with Rula providers despite recommendation to seek care outside of Rula.

Consequences

Violation of this Code of Conduct may result in a warning, provider reassignment, suspension of services, or discharge from care depending on the severity and frequency of the behavior.

Acknowledgement

By continuing care with Rula, patients acknowledge their understanding of and agreement to this Code of Conduct.
