

## **COBC Brands Direct Primary Care LLC d/b/a Colorado Springs Health Collective – Direct Primary Care**

**1497 Solitaire St, Colorado Springs, CO 80905 • (719) 824-4716**

### **PATIENT CODE OF CONDUCT & TERMS OF PARTICIPATION**

We're committed to safe, respectful, and accessible care. To support a healthy provider–patient relationship and keep the clinic running smoothly, members agree to the following:

#### **1) Respectful Behavior**

- Treat staff and other patients with courtesy and professionalism at all times.
- No verbal abuse, harassment, discrimination, sexual comments, threats, or disruptive conduct.
- The Clinic may immediately end membership for behavior that creates a safety risk or hostile environment.

#### **2) Appropriate Use of Services & Communications**

- Use our approved communication platform for clinical questions; do not use personal numbers or social media.
- Messaging is for non-urgent issues and is reviewed during business hours. Immediate or real-time responses are not guaranteed. Response-time standards are as described in your Membership Agreement.
- High-frequency messaging without medical necessity, using messages to bypass needed visits, or expecting 24/7 availability may lead to limits on access or dismissal when misuse persists.
- For urgent or emergent issues, call 911 or go to the nearest emergency department.

#### **3) Appointments, Cancellations & Attendance**

- Please arrive on time.
- Provide at least 24 hours' notice to cancel or reschedule.
- Late cancellations (<24 hours) and no-shows may be subject to the late-cancellation/no-show fee set in your Membership Agreement. The fee amount and rules in the Membership Agreement control.
- Repeated no-shows or last-minute cancellations may lead to warnings or termination of membership.
- Patients enrolled in government programs will not be charged in situations where law prohibits collection.

#### **4) Health Partnership Expectations**

- Participate honestly; share complete health history, medications, and allergies.
- Follow agreed-upon care plans or tell us when you're choosing a different approach.
- Ask questions when you need clarification.
- Respect the clinic's scope of services and limitations.

### **5) Emergency & Scope Disclaimer**

- We do not provide emergency, specialty, or hospital care and we do not offer 24/7 emergency services or continuous monitoring.
- For any life-threatening or urgent condition, call 911 or go to the nearest emergency department immediately.

### **6) Termination of Membership**

- The Clinic may decline or discontinue care as allowed by law. Reasons can include repeated missed payments, abusive behavior, misuse of services, unrealistic demands, or loss of mutual trust/fit.
- In most cases we provide 30 days' written notice to allow you time to find another provider; safety-related terminations may be immediate.
- Notice periods, refunds, and other details follow your Membership Agreement, which governs if there is any conflict.

### **7) Insurance & Government Program Notices (Important)**

- Direct Primary Care is not insurance. A DPC membership is not regulated as insurance and does not replace health insurance or other coverage.
- Medicaid: We cannot collect or attempt to collect payment from Medicaid recipients for Medicaid-covered items or services, regardless of our enrollment status. If you have Medicaid, do not pay for Medicaid-covered services here.
- Medicare: Private contracting with Medicare beneficiaries requires the clinician to be formally "opted out" of Medicare. Until an opt-out is effective, we do not accept private payment from Medicare beneficiaries for Medicare-covered services. We will give guidance on covered vs. non-covered services and available options.
- We do not bill third-party payors for services covered under your DPC membership. You remain responsible for charges from outside entities (e.g., labs, imaging, specialists, pharmacies) unless otherwise arranged.

### **8) Online Member Community & Resource Hub (Purpose & Access)**

We host an online member community on our website for general discussion, community outreach, and Q&A.

This area also includes a Resource Hub with links to: the Patient Portal (Hint), pre-visit questionnaires and forms (in Hint), FAQs, and clinic policies.

Access uses email only; you may use a screen name. No legal name or additional profile data is required.

This community is not the patient portal and is not used for clinical care or medical advice.

## **9) Clinical Communications & Patient Portal (Hint Required)**

All clinical care occurs in Hint (messages with your clinician, consents, pre-visit forms, vitals/attachments, refill requests, care plans, scheduling changes tied to care).

Messages, posts, or emails outside Hint (including the community) are not monitored for clinical care, are not part of your medical record, and will not be used to make clinical decisions.

If you mistakenly share health details outside Hint, re-send relevant information through Hint so it can be addressed and documented.

## **10) Privacy & PHI Safeguards (Your Responsibility in the Community)**

Do not post, request, or share protected health information (PHI) in the community/Resource Hub. PHI includes anything that can identify you plus health details (diagnoses, meds, dates, images of records, faces, locations, etc.).

If you choose to share health details anyway, you do so voluntarily and acknowledge the community is outside HIPAA-regulated systems. Our HIPAA duties and your PHI rights apply to care delivered through our EHR/portal (Hint), not the public web community.

We may remove apparent PHI or sensitive content, but we cannot control screenshots, re-shares, or third-party caching. Protect your own privacy.

If you need a post removed, email [dpc@coshealthcollective.com](mailto:dpc@coshealthcollective.com) with the link/screenshot.

## **11) Not Medical Advice; Emergencies & Monitoring**

Community posts and replies are not medical advice, diagnosis, or treatment and do not create a clinician–patient interaction.

The community/Resource Hub is not monitored in real time.

Urgent or life-threatening issues: call 911 (U.S.) or go to the nearest emergency department.  
Mental health crisis: call/text 988.

For time-sensitive clinical questions or refills, use Hint (Patient Portal) only.

## **12) Community Standards (What's OK / Not OK)**

Members agree to:

Be respectful; no harassment, bullying, hate speech, threats, explicit sexual content, or discriminatory remarks.

Keep discussions on topic (wellness, healthy habits, community support). No spam or solicitation/self-promotion without written approval.

No posting medical records, prescription labels, lab/imaging results, or images that reveal identity without explicit permission.

No illegal content, incitement, or instructions to commit unlawful acts.

No misinformation presented as medical advice. Share personal experiences as such (“what helped me”) and direct clinical questions to Hint.

### **13) Enforcement, Reporting & Use of Content**

We may edit, hide, or remove content; close threads; or suspend community access to maintain a safe environment. Repeated or serious violations (including privacy/safety risks) may lead to warnings, temporary suspension, or termination of membership consistent with Section 6 (Termination).

Report concerns or violations to [dpc@coshealthcollective.com](mailto:dpc@coshealthcollective.com) (include links/screenshots if possible).

By posting, you represent you have rights to the content and grant us a limited, non-exclusive license to host and display it within the community. We may retain records as needed for security, legal, or policy enforcement.

### **14) Acknowledgment**

By Signing in or signing up for the members area, you acknowledge that you have read and understand this Code of Conduct & Terms of Participation and agree to follow it as a condition of membership. Failure to comply may result in limits on access or termination as described above.