

## **Patient Code of Conduct**

Our clinic is committed to providing a safe, respectful, and professional environment for everyone. To help us do this, we ask all patients, visitors, staff, and physicians to follow these guidelines.

### **Respect and Courtesy**

We respect the time, privacy, and rights of our patients. In return, we ask that patients treat our physicians, staff, and other patients with courtesy and respect.

### **Appointments**

We do our best to see patients on time. Please arrive on time for your appointment and be patient if delays occur due to medical emergencies or unforeseen circumstances.

### **Safe and Harassment-Free Environment**

We are committed to maintaining a harassment-free environment. Disrespectful, abusive, threatening, or aggressive behavior will not be tolerated. This includes offensive language, intimidation, or physical behavior toward anyone in the clinic.

### **Reason for Your Visit**

When booking your appointment, please let our staff know the reason for your visit so we can schedule the appropriate amount of time. If you have forms that need to be completed, please provide them to reception before your appointment.

### **Test Results**

Test results are generally not provided over the phone. You will not be contacted for normal results. If your results require follow-up, our staff will contact you to schedule an appointment with your provider.

### **Telephone Calls**

Phone calls are answered during regular office hours. Monday to Friday, 9 am to 4:30 pm and Wednesdays until 7 pm.

### **Our Commitment**

Failure to follow this Code of Conduct may result in dismissal from the practice. These measures are taken only when necessary to protect the safety, well-being, and care of our patients and staff.

