



CODE OF CONDUCT FOR PATIENTS, PARENTS AND VISITORS

In an effort to provide a safe and healthy environment for staff and patients, Sandpiper Pediatrics expects patients, parents and accompanying family and friends to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited and may result in your immediate dismissal from the practice:

- Physical assault or inflicting bodily harm.
- Rude behaviors in person or through written, verbal or electronic communication, including but not limited to the following: Profanity, harassment, offensive or intimidating statements or gestures and threats of violence.
- Racial or cultural slurs or other derogatory remarks associated with race, language, or sexual orientation.
- Requests that would constitute illegal or unethical behavior on the part of Sandpiper Pediatrics.

PLEASE BE COURTEOUS WITH THE USE OF CELL PHONES AND OTHER ELECTRONIC DEVICES. WE RESPECTFULLY ASK THAT YOU PUT YOUR DEVICES AWAY WHILE INTERACTING WITH THE STAFF, NURSES AND PHYSICIANS.

WE ARE MAKING EVERY EFFORT TO REDUCE WAIT TIMES AND MAKE ALL OF OUR PATIENTS' VISITS TO SANDPIPER PEDIATRICS AS STRESS FREE AND ENJOYABLE AS POSSIBLE. TO ASSIST IN THAT GOAL, WE HAVE THE FOLLOWING EXPECTATIONS:

- ❖ Please communicate **all issues** that you wish to discuss with the doctor **at the time your appointment is scheduled**, so that an appropriate amount of time can be allotted. If you do not do this in advance, another visit may be necessary so that the doctor can give all of their patients the time and quality of care they deserve.
- ❖ Please arrive on time for your appointment. It would be ideal for you to arrive 10-15 minutes early for your appointment. Arrive 10-15 minutes early is especially important when your appointment is our first in the morning (8:30 AM) and first in the afternoon (1:30 PM). **Arriving more than 15 minutes late may result in having to reschedule.** When you arrive late, you are taking up someone else's designated time. This has a domino effect on every subsequent visit and is a contributing factor to long wait times.
- ❖ Please provide 24 hours notice of cancellation whenever possible. We understand that last minute situations arise. Any notification, even late notice is appreciated.
- ❖ **MISSING** an appointment **without prior notification** will be handled as follows:
 - 1st missed appointment:** phone call from the office stressing the importance of keeping scheduled appointment. Failure to give prior notice if you are unable to keep your appointment prevents someone else from being scheduled.
 - 2nd missed appointment:** letter for the office informing you that a deposit of \$25 will need to be brought to the office in order to schedule a subsequent appointment. When you arrive for the appointment, the deposit will either be returned to you or be applied to your co-payment or balance owed.
 - 3rd missed appointment:** will result in divorce from the practice. Scheduling and showing for well-check visits is critical in monitoring the health and well-being of your child. Not keeping appointments for sick visits or for follow-up visits might have serious medical consequences for your child.
- ❖ Please ensure a parent or responsible adult attends all appointments with patients that are 17 years and below. This is necessary to obtain legal consent for all procedures and treatments, including vaccinations. A form to

designate a responsible party to give consent in a parent's absence must be completed. This form is available online or from our front office staff.

- ❖ Payment of co-pays and/or deductibles is expected at the time services are rendered, regardless of who brings the child to their appointment. Failure to do so may result in having to reschedule your appointment.
- ❖ Please do not leave your children unattended in the office. If you need to use the rest room, please inform one of our staff members to help you with your children.
- ❖ To ensure your children's safety, we ask that you not allow your children to climb on the furniture in the waiting area.
- ❖ Please notify staff if your child has a soiled diaper (especially important if your child has diarrhea. We will provide you with a plastic bag. Please do not put a soiled diaper into a trashcan. Please discard wet diapers in the bathroom trashcan.

I agree to the Sandpiper Pediatrics "Code of Conduct for Patients, Parents and Visitors"

Patient's Name

Date of Birth

Caregiver's Name/Relationship to patient

Date