



As an established healthcare provider, we strive to maintain a safe, professional, and courteous environment for our patients and staff. Any behavior that inhibits safety, security, or welfare is prohibited. Such behavior could result in your status as a patient to be reviewed and/or canceled as necessary.

Our responsibility to you as our patient:

- 1. Improve the patient experience by offering timely appointments as indicated**
- 2. Have an increased awareness of patient's needs**
- 3. Billing concerns will be handled in a timely manner**
- 4. Our staff is here to assist you. We hold ourselves to the highest level of professionalism and courtesy and request that you do the same**
- 5. Confidentiality is a priority and unless express consent is given, your information will not be disclosed**
- 6. Again, we are here to help. If you have any questions, we will be more than happy to answer them.**

Your responsibility to the clinic:

- 1. Arrive on time to scheduled appointments. Be courteous to others by keeping or rescheduling appointments in a timely manner.**
- 2. Keeping your account balance current and paid in a timely fashion.**
- 3. As a pediatric office, appropriate and civil behavior is expected during your time spent in our office. Any issues between parents/guardians, to include your own party, must be resolved or at least put on hold while on these premises.**
- 4. The following behaviors are prohibited:**
 - throwing objects**
 - allowing your children to climb on furniture**
 - allowing your child to be unsupervised in the clinic**
 - intentionally damaging equipment or property**
 - use of profanity or derogative remarks**
- 5. Unless you are a SWORN LAW ENFORCEMENT OFFICER, all firearms and other weapons are prohibited on the premises.**

If you agree to these conditions, please sign and date below. Thank you.

_____ Guardian/Parent

_____ Office Representative Date_____