

**PEARLAND PEDIATRICS
CODE OF CONDUCT FOR PATIENTS AND PARENTS**

In an effort to provide a safe and healthy environment for staff and patients, Pearland 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 Pearland 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 PEARLAND 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. **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 in 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** your appointment **without prior notification** will result in a \$25.00 charge being assessed to your account. Failure to give prior notice if you are unable to keep your appointment prevents someone else from being scheduled.
- ❖ 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. Available online or from 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.
- ❖ To ensure your children's safety, we ask that you not allow your children to climb on the furniture or fish tanks in the waiting area.
- ❖ Please take all wet or soiled diapers with you when you leave. Bags are available upon request.