

CONDUCT EXPECTED FROM STAFF AND PATIENTS:

I expect my staff to deliver quality health care as well as a pleasant environment to all of our patients.

As for our patients; **rude, disruptive or aggressive behavior as well as verbal abuse** to my staff will absolutely not be tolerated in any way. This is not only disruptive to the staff, but the other patients as well. If you are upset or have a problem that needs attention, please let a staff member know that you are upset and are in need of immediate assistance and they will do everything in their power to resolve any problems. If they cannot resolve the issue and I am not available, you will have to be patient and give me an opportunity to get back with you to resolve the situation.

REFUND POLICY:

Refunds are processed depending upon individual health insurance and secondary payments. Refunds are paid no sooner than the end of quarter following the final insurance payment information available. Please discuss any refunds with the office manager.

If you have any questions, please feel free to contact me at my office.

Sign and date
