

Patient Code of Conduct

prides itself on providing a professional and respectful healthcare environment. To assist, we ask that staff, doctors, and patients follow this Code of Conduct.

- Mutual respect
 - respects the time, rights, and privacy of its patients. It requests that patients recognize and respect the time, rights, and privacy of all physicians and staff.
- On time appointments
 - In general, strives to see patients on time. To help ensure this policy, we request our patients arrive on time and be understanding of any delays experienced due to extenuating circumstances.
- Harassment-free environment
 - a harassment-free environment for its patients and staff. Any behaviour considered harassment will not be tolerated. This includes, but is not limited to, offensive language, intimidation, threats, physical assault, or aggressive behaviour.
- Reason for visit
 - When booking your appointment, advise our staff what the reason is for your visit so appropriate time can be allotted. Present any forms to the receptionist which must be attended to before the visit with your doctor.
- Test results
 - does not provide the results of lab or X-ray results over the phone. If a physician authorizes a staff member to call, they will inform you of your results. **We will not call you if your results have returned as normal.** If your results are abnormal, then our staff will call you and book an appointment for you to review your results.
- Telephone calls
 - Phone calls are answered, from We do not take calls during due to the office lunch hour.