

Patient and Visitor Code of Conduct

Dermatology Consultants is committed to providing exceptional care to our patients in a safe, welcoming and respectful environment. Visitors and patients are to refrain from unacceptable behaviors that may be deemed disruptive or pose a threat to the rights or safety of others. As a patient or visitor of our practice, please consider the following:

- Everyone will be treated with respect, dignity, and kindness.
- Respect patient privacy and avoid disrupting other patients' care or experience.
- Obtain the consent of everyone involved before any photography or video/audio recordings.
- Use respectful behavior and appropriate language both in person and on the phone. Physical or verbal threats and assaults, sexual or explicit words, phrases, gestures, or actions will not be tolerated (including disrespect of property). Discriminatory, abusive, hostile or harassing behaviors will not be tolerated including comments related to race, religion, accent, gender, sexual orientation, or personal traits.
- Adults are expected to supervise children under their care.
- Please communicate all issues you wish to discuss with the provider at the time of scheduling. This allows the appropriate time to be coordinated with the appropriate provider in attempt to give all patients the time and quality of care deserved.
- If you witness or experience any unacceptable behavior, please report it to a member of our team.
- In case of non-compliance, visitors may be asked to leave and could be restricted from future visits or care at a Dermatology Consultants location. Patients may have an opportunity to explain their perspective, which may be considered prior to any decisions regarding future care.

Every day, our team is committed to providing the highest level of care to our patients. If we fall short of expectation, we want to know. If you are unhappy with your care or service, please contact clinic leadership. Thank you for choosing Dermatology Consultants. And thank you for joining us in our commitment to ensure a safe, caring, and inclusive environment for us all.