



PATIENT CODE OF CONDUCT

To provide a safe and healthy environment for staff, visitors, patients, and their families, OrthoTexas expects visitors, patients, and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

As a patient visiting our practice, please consider the following:

- If you have any questions about the care you have received or are unhappy with the services provided in our office, please ask to speak with an office manager or supervisor **before you leave our office.**
- 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 provider can give all patients the time and quality of care they deserve.
- Questions/concerns about your billing can be addressed by calling (972) 395-2220.
- Please be courteous with the use of cell phones and other electronic devices. When interacting with any of our staff or providers, please put your devices away. Set the ringer to off or to vibrate before storing away.
- Adults must supervise their children.

Our Practice follows a zero-tolerance policy for aggressive behavior directed by patients to our providers and staff. The following behaviors are prohibited:

- Making threats of violence – any threats through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication.
- Foul language, sexual comments, and inappropriate touching.
- Physically assaulting or threatening to inflict bodily harm.
- Making verbal threats to harm another individual or destroy property.
- Damaging business equipment or property.
- Making menacing or derogatory gestures.
- Making racial or cultural slurs or other derogatory remarks.

If you are subjected to or witness any of these behaviors, please report to any staff member who will alert a member of our Management Team. Violators of this code are subject to removal from the facility, discharge from the practice and prosecution.