[YOUR CLINIC NAME] prides itself on providing a professional and respectful environment. To assist in that endeavor, we ask that staff, doctors, and patients follow this Code of Conduct.

* Mutual respect
  + [YOUR CLINIC NAME] respects the time, rights, and privacy of its patients. It requests that patients recognize and respect the time, rights, and privacy of all doctors and staff.
* On time appointments
  + In general, [YOUR CLINIC NAME] strives to see patients on time. To help ensure this policy can be true, we request our patients arrive on time and are also understanding of any delays experienced due to extenuating circumstances.
* Harassment-free environment
  + [YOUR CLINIC NAME] provides a harassment free environment for its patients and staff. Any behaviour considered harassment will not be tolerated in the clinic by anyone. This includes, but is not limited to, offensive language, intimidation, physical assaults, or aggressive behaviour.
* Missed appointment fees
  + [YOUR CLINIC NAME] requires 24 hours advance notice for appointment cancellations. You will be billed [$x] for missed appointments.
* Reason for visit
  + When booking your appointment, advise our staff what the is reason for your visit so that appropriate time can be provided. Please present any forms which must be attended to before beginning the visit with your doctor.
* Test results
  + [YOUR CLINIC NAME] does not provide the results of lab or X-Ray results over the phone. If a doctor authorizes a staff member to call, they will inform you of your results. **We do not call if your results have returned 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 [Monday through Friday, from 9am to 5pm. We do not take calls during 12pm to 1pm due to the office lunch hour.]
* Repeat prescriptions
  + [YOUR CLINIC NAME] may not renew prescriptions over the phone. Please ensure you make an appointment before you finish your last refill.
* Uninsured services
  + Certain services may not be covered by the Medical Services Plan (MSP). Payment for uninsured services is due upon receipt of the service. We accept Cash, Cheques, Debit Cards, Visa or Mastercard