

SILVERLAKE PEDIATRIC CLINIC

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Behavior Policy

Silverlake Pediatric Clinic is a family-friendly pediatric office caring for impressionable young children and their families. Although occurrences are rare, Silverlake Pediatric Clinic feels strongly that our patients, their families, AND our staff deserve to be protected from verbal abuse and aggressive behavior. We all need to respect each other and follow the Golden Rule of "Due unto others as you would have them do unto you."

For this reason, we have developed and will strictly enforce a "No Tolerance Policy" for abusive conduct, cussing, crude graphics or language on clothing, threatening or aggressive behavior, and larceny. These restrictions apply to any such actions toward patients, other family members and visitors, and the SilverLake Pediatric Clinic staff. Furthermore, these rules shall also apply to telephone calls and written communications to our office staff and clinicians to include social media posts. We expect a civil and harmonious environment for our pediatric patients, families, and staff.

In addition, we request that our office is a cell phone free environment past the lobby, to include texts, phone calls, pictures, and recordings. Our priority is patient care and we are not able to provide the highest quality of care if we are unable to communicate with our families while on the phone. Also, we are required by law to protect patient information, as well as our staff's personal information, and will not tolerate any pictures or video recordings of any kind in the treatment area unless otherwise approved by a staff member.

We realize that our staff members are acquainted with our patients and families on a personal level outside of the office. With that being said, we ask that patients refrain from texting, calling, or using social media to communicate with staff members regarding office or medical matters. Please be courteous of our staff's personal time and call our office number with any questions or concerns regarding your child's health, appointments, or billing matters.

Please sign below that you understand, agree to, and will abide by this policy. As a "No Tolerance Policy," there will be no further warnings, second chances, or exceptions. Violations will result in immediate transfer of care to another health care provider of your choice. Failure to sign this contract will result in immediate discharge from the practice.

While we understand that disagreements may occasionally occur, these need to be resolved in a civil manner. We ask that you allow us the opportunity to resolve any issues personally by refraining from posting derogatory and negative comments and reviews on social media. Depending on the degree of infraction, we reserve the right to involve Child Protective Services, law enforcement, and other appropriate agencies should we deem necessary. We may press charges at our discretion.

Thank you for your cooperation in making SilverLake Pediatric Clinic a wholesome, safe, family-friendly environment.