

ELECTROLYSIS CENTER PATIENT CODE OF CONDUCT

In an effort to provide a safe and healthy environment for staff, visitors and patients, the Electrolysis Center expects visitors and patients to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited:

- You will adhere to the treatment plan as discussed during your first appointment (consultation). Frequent cancellations will cause removal from our services, to allow other patients following their treatment plan an opportunity to get appointments.
- Arriving later than 15 minutes of your scheduled appointment time will be considered a no show and will not receive any treatment. At the discretion of the electrologist and/or owner, they will see you and your time missed will be deducted from your appointment. The appointment will still be considered a no show, and after your second time arriving late you will be removed from our services.
- Be aware of noise level when conversing and please keep the electronic devices volume at a level not to disturb other patients.
- Respect a patient's right to privacy, which is protected by Federal law
- Phone calls and/or text communication will be made during office business hours ONLY. Any communication outside of business hours will not be replied to until the next business day. Cancelling appointments can be done through the appointment website unless you are giving less than 24-hour notice, then sending a text will be accepted but not confirmed until the next business day.
- Communication to the office shall be related to ONLY scheduling treatment appointments. Appointments are scheduled typically every 3-6 weeks, with factors such as area of work, and our availability is determined by our staff. If you are requesting more frequent appointments, the Electrolysis Center suggest you request another electrologist office for your treatments.
- It is your responsibility to notify Claudia Lira at least 2 months before your authorization of services will expire, so we may request an extension of your authorization to avoid a disruption of services. If your authorization expires before an extension is approved any and all appointments will be cancelled until our office receives a hard copy of the extension authorization. At that time, we will book appointments based on our current schedule.
- Treatments will not be restricted, limited or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability

You will agree to maintain a mutually respectful and courteous relationship between the Electrolysis Center staff and yourself. Our staff is dedicated to providing the highest quality of care to our patients. Please show them the respect they deserve as they carry out their duties. Violators are subject to removal from the facility and/or discharge from the practice. Thank you for your cooperation.

Acknowledgement:

Patient Name

Patient Signature

Date