# Patient Conduct Policy

At Chicago ENT, we are committed to providing exceptional care in a safe, respectful environment for all patients and staff. This policy outlines our expectations for patient conduct and the guidelines that help us maintain the highest standards of care.

## Patient Conduct

All patients are expected to maintain **appropriate verbal and physical conduct** during their visits to Chicago ENT. This includes:

- Speaking respectfully to all staff members, providers, and other patients

- Maintaining appropriate physical boundaries with staff and other patients

- Following all safety protocols and office procedures

- Respecting the privacy and comfort of others in our waiting and treatment areas

Any verbal harassment, threats, or physical aggression toward staff or other patients will not be tolerated and may result in dismissal from our practice.

## Appointment Attendance Policy

We understand that unexpected circumstances arise, but consistent attendance at scheduled appointments is essential for effective treatment. Chicago ENT reserves the right to charge a $50 fee for any missed appointment when we are not notified at least 24 hours in advance. Patients who fail to appear for two scheduled appointments may be subject to dismissal from our practice.

## Practice Dismissal Policy

Chicago ENT reserves the right to dismiss patients from our practice when necessary to maintain a safe, productive treatment environment. **Dismissal decisions are made at the sole discretion of the treating provider** and may result from:

- Repeated failure to attend scheduled appointments

- Inappropriate conduct toward staff or other patients

- Violation of office policies

Please note that once a patient has been dismissed from care by any provider at Chicago ENT, they may not schedule appointments with other providers within our practice. By receiving care at Chicago ENT, you agree to abide by these policies. We appreciate your cooperation in helping us maintain a professional, healing environment for everyone.