

# PATIENT CODE OF CONDUCT

To provide a **safe and healthy environment** for pharmacy team members, customers, and patients, this pharmacy expects patients, customers and accompanying support persons to **refrain from unacceptable behaviors** that are disruptive or pose a threat to the rights or safety of other patients, customers and staff of the pharmacy.

AS A PATIENT OR CUSTOMER VISITING OUR PHARMACY, PLEASE CONSIDER THE FOLLOWING:

- **Connect with our pharmacy manager if you have any questions about your care or are unhappy with the service received** before you leave the pharmacy. They will want to clarify your issue so it can be addressed.
- Don't let your medication run out! **It can take up to 48 hours to fill a prescription.** Prescriptions received electronically do not jump the queue and will not be filled without discussion with you first.
- **Pharmacy services require an appointment.** To confirm that we can help you with your medical concerns and that they are within our professional scope to treat, communicate the issues that need to be addressed at the time of booking. This will also help us book the appropriate amount of time for your appointment. Otherwise, the team may not be able to assist you and/or another appointment may be necessary.
- **Please provide 24 hours notice of cancellation of any appointment.** If you miss your appointment or do not provide sufficient notice, you may be charged for the missed appointment.
- **Questions about your insurance coverage should be addressed to your insurance company.** Our pharmacy team members do not have access to your policy terms.
- Please be courteous with the use of your cell phone and other electronic devices. Set the ringer to vibrate before storing away.
- Adults are expected to supervise their children.

OUR PHARMACY FOLLOWS A **ZERO-TOLERANCE**  
**POLICY FOR AGGRESSIVE BEHAVIOR**  
DIRECTED BY PATIENTS/CUSTOMERS  
AGAINST OUR PHARMACY TEAM.



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THE FOLLOWING BEHAVIOURS ARE **PROHIBITED**:

- Possessing firearms or any weapon
- Intimidating or harassing pharmacy staff, customers or other patients
- Making threats of violence through phone calls, letters, voicemail, email or other forms of written, verbal or electronic communication
- 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, sexual or derogatory gestures or remarks
- Making racial or cultural slurs or other derogatory remarks

**If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member.**

**Violators are subject to removal from the pharmacy and/or discharge from our pharmacy practice.**

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