



## Patient Code of Conduct

Bluebird Medical prides itself on providing a professional and respectful health care environment. To assist, we ask that staff, doctors, and patients follow this Code of Conduct.

- Mutual respect
  - Bluebird Medical respects the time, rights, and privacy of its patients. It requests that patients recognize and respect the time, rights, and privacy of all physician doctors and staff.
- On time appointments
  - In general, Bluebird Medical strives to see patients on time. To help ensure this policy can be true, we request our patients arrive on time and be understanding of any delays experienced due to extenuating circumstances.
- Harassment-free environment
  - Bluebird Medical provides a harassment-free environment for its patients and staff. Any behaviour considered harassment will not be tolerated. This includes, but is not limited to, offensive language, intimidation, threats, physical assault, or aggressive behaviour.
- Reason for visit
  - When booking your appointment, advise our staff what the reason is for your visit so appropriate time can be allotted. Present any forms to the receptionist which must be attended to before the visit with your doctor.
- Test results
  - Bluebird Medical does not provide the results of lab or X-Ray results over the phone. If a physician authorizes a staff member to call, they will inform you of your results. **We will not call you if your results have returned as 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 to Thursday, from 9am to 4pm, Fridays: 8am to 1pm. We do not take calls during 12pm to 1pm due to the office lunch hour.

Your health is our top priority.  
**So is the safety of our staff.**

**WE ALL  
DESERVE  
RESPECT.**

If you have respectful feedback or have any concerns that we can help with, let us know.

However, if you are treating anyone in an aggressive or verbally abusive manner, you may be asked to leave.