



CODE OF CONDUCT

In an effort to provide a safe and healthy environment for staff and patients, Texas Modern Gastroenterology expects patients, accompanying family and friends 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 and may result in your immediate dismissal from the practice:

- Physical assault or inflicting bodily harm.
- Rude behaviors in person or through written, verbal or electronic communication, including but not limited to the following: Profanity, harassment, offensive or intimidating statements or gestures and threats of violence.
- Racial or cultural slurs or other derogatory remarks associated with race, language, or sexual orientation.
- Requests that would constitute illegal or unethical behavior on the part of Texas Modern Gastroenterology.

WE ARE MAKING EVERY EFFORT TO REDUCE WAIT TIMES AND MAKE ALL OF OUR PATIENTS' VISITS TO TEXAS MODERN GASTROENTEROLOGY AS STRESS-FREE AND ENJOYABLE AS POSSIBLE. TO ASSIST IN THAT GOAL, WE HAVE THE FOLLOWING EXPECTATIONS:

- Please communicate all issues that you wish to discuss with the doctor at the time **your appointment is scheduled**, so that an appropriate amount of time can be allotted. If you do not do this in advance, another visit may be necessary so that the doctor can give all of their patients the time and quality of care they deserve.
- Please arrive on time for your appointment. Arriving **more than 15 minutes late** may result in having to reschedule. When you arrive late you are taking up someone else's designated time. This has a domino effect on every subsequent visit and is a contributing factor in long wait times.
- Please provide **24 hours notice of cancellation** whenever possible. We understand that last minute situations arise. Any notification, even late notice is appreciated.
- **MISSING your appointment** without prior notification will result in a \$25.00 charge being assessed to your account. Failure to give prior notice if you are unable to keep your appointment prevents someone else from being scheduled.
- Payment of co-pays and/or deductibles is expected at the time services are rendered. Failure to do so may result in having to reschedule your appointment.
- We encourage our patients and families to ask questions during the appointment and inform us of any obstacles that might affect your treatment plan. Once a treatment plan is developed with Dr. Ebrahim, we ask you to take medications as prescribed and return for any recommended follow up visits.