



Chrysalis
Center

Client Code of Conduct

EXPECTATIONS: VISITORS, PATIENTS AND FAMILY MEMBERS WILL NOT BE UNRULY, OR ACT IN A WAY THAT IS A THREAT TO THE RIGHTS OF OTHER PATIENTS AND STAFF. CHRYSALIS CENTER WILL BE A PLACE THAT IS SAFE AND HEALTHY FOR ALL STAFF, VISITORS, PATIENTS, AND THEIR FAMILIES. WE FOLLOW A ZERO-TOLERANCE POLICY FOR VIOLENT OR INAPPROPRIATE WORDS OR ACTIONS BY PATIENTS AIMED AT OUR STAFF.

AS A PATIENT IN OUR PRACTICE, WE EXPECT:

- IF CLIENTS ARE UNHAPPY WITH THE SERVICE OR CARE RECEIVED HERE, THEY WILL CONTACT THE OFFICE MANAGER BEFORE THEY LEAVE.
- IF CLIENTS REQUIRE EXTENDED TIME WITH OUR PROVIDERS, THEY WILL TELL US THAT WHEN THE APPOINTMENT IS SCHEDULED SO THEY ARE PUT IN A LONGER TIME SLOT. OTHERWISE, A SECOND VISIT MAY BE NEEDED SO WE CAN SEE EACH PATIENT WE HAVE SCHEDULED FOR THAT DAY. ALL PATIENTS DESERVE TIME WITH OUR PROVIDERS.
- IF CLIENTS HAVE QUESTIONS ABOUT THEIR BILL, THEY WILL REACH OUT TO THE CHRYSALIS CENTER BILLING DEPARTMENT OR OFFICE MANAGER TO DISCUSS CONCERNS.
- CLIENTS WILL WATCH OVER THEIR CHILDREN AND FAMILY MEMBERS IN THE WAITING AREA AND KEEP THEM SAFE AND MINIMIZE DISRUPTION TO OTHER PATIENTS.
- CLIENTS WILL SET THEIR PHONES ON SILENT AND PUT PHONES AND OTHER ELECTRONICS AWAY WHEN INTERACTING WITH OUR STAFF.

THE FOLLOWING ARE PROHIBITED/FORBIDDEN:

- HAVING A FIREARM OR OTHER WEAPON IN YOUR POSSESSION
- THREATENING, BEING VIOLENT OR HARASSING STAFF OR OTHER PATIENTS
- MAKING THREATS OF VIOLENCE DURING PHONE CALLS, ON VOICEMAIL, IN EMAILS, LETTERS, TEXTS OR ANY FORM OF WRITTEN OR SPOKEN COMMUNICATION
- PHYSICALLY ASSAULTING OR THREATENING TO INFLICT BODILY HARM TO ANYONE WHILE ON THE PREMISES
 - MAKING VERBAL THREATS TO HARM ANOTHER INDIVIDUAL OR DESTROY PROPERTY
 - DAMAGING BUSINESS EQUIPMENT OR PROPERTY
 - MAKING MENACING OR INSULTING GESTURES
- MAKING RACIAL, GENDERED OR CULTURAL SLURS OR REMARKS

IF A CHRYSALIS CENTER STAFF MEMBER OR CLIENT EXPERIENCES OR WITNESSES ANY OF THESE BEHAVIORS, THEY WILL REPORT THEM TO THE OFFICE MANAGER OR THE ADMINISTRATIVE PERSON AVAILABLE AT THE TIME. VIOLATORS ARE SUBJECT TO REMOVAL FROM THE FACILITY AND/OR DISCHARGE FROM THE PRACTICE.