

SPORTS MEDICINE, INC.

Procedure: Professional Behavior

Conversations:

1. All conversations should be professional in nature
2. Conversations discussing patients should be discreet and away from other patients to avoid breach of confidentiality
3. Personal conversations should be kept pleasant and should never be demeaning toward other professionals, our own staff, or other patients
4. Conversations should not contain profanity or cursing

Scheduling

All scheduling and receipt of money should be performed by a member service staff.

No one should be in the receptionist's area except reception staff.

Eating

Refrain from eating in front of patients/clients.
Do not eat while on the phone

Computer/ Cell Phone Use – See Policy

Work areas

You are responsible for the cleanliness of your work space.
Keep it clean/organized.
Keep HIPAA/WISP rules in mind


Written: 08/2009

Approved:

Reviewed/Revised: 8/2010

Signature:

Reviewed/Revised: 2/12/2019

Signature: 
Date Signed: 5/28/19

Reviewed/Revised:

Signature:
Date Signed: