SeretisCare Family Practice

The Health Center at Beckett 499 Beckett Road, Suite 201-B Logan Township, NJ 08085

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"Putting the Family Back Into Practice"

Code of Conduct for Patients, Parents and Visitors:

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, SeretisCare Family Practice expects visitors, patients and accompanying family members and/or friends to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

We are here for our patients. We don't expect to be yelled at, cursed at, or demeaned in any way as we do our best every day to help you in the safest and most effective way we know how. We always act in the best interests of our patients and strive to take care of you (the patients) quickly, compassionately and efficiently but you must understand that the system of obtaining referrals, consultations and other treatments takes time. We never rush through your care and we expect the courtesy of your understanding that the Physician and Physician Assistants give all of our patients the time and quality of care they deserve no matter the issues presented. We understand your "time is valuable" and it's more valuable than ours but understand we can only move so fast without compromising quality care for quantity and speed. I built the culture of SeretisCare since 1997 on the foundation of taking care of patients to the best of our abilities as efficiently and honestly as possible while aiming to provide quality care at the expense of timely care. We too feel the pressures of time and the regulations placed on us, but we do everything to make our patients feel comfortable and advocate for you, but this all takes time.

The office does not follow a first come, first serve basis. We have appointments and try to stay on time but unfortunately that's all depending on the severity of other patients health concerns, as he or she may be seen by the Physician or a provider before you and may require extra time. What happens behind closed patient exam rooms can be everything from a simple, quick case to an extensive, complicating matter, all of which we have little to no control over. Contrary to the blogs and beliefs out there, we like most providers offices do NOT overbook or overextend our appointment schedules. We simply can't predict what our patient's needs are prior to actually assessing them at the time when they are seen. Some patients require 5 mins while others unfortunately require up to an hour of our time, but we never make our patients reschedule to handle only one of their issues like other offices do. After all, we are trying our best for you and expect the respect and common courtesy of treating us with the same respect in turn. Remember, what comes around, goes around, and you or your family or loved one may need our time some day as well and we're sure you wouldn't want to be rushed either.

The following behaviors are prohibited and may result in your immediate dismissal from the practice:

- We do not and will not tolerate disruptive language, yelling at our staff for any reason and will not tolerate any violent or rude behaviors in person, over the phone 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.
- Making menacing gestures to or remarks about any staff member, Physician or Physician Assistants.

• Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language, or sexual orientation.
• Making verbal threats to harm another individual or destroy property of SeretisCare, the building or the grounds.
• Intentionally damaging equipment or property of SeretisCare, the building or the grounds.
• Attempting to intimidate or harass any individuals
• Possession of firearms or any weapon within the building and SeretisCare
• Physical assault, arson or inflicting bodily harm to any individual
• Throwing objects of any sorts at any individual or as a rude gesture.
• Climbing on furniture or toys, resting your feet on our chairs especially if asked not to do so.
• Please be patient with all staff members and providers for they are working as swiftly as possible to ensure all patients needs are handled and seen within a reasonable amount of time with respect to the situations presented.
• Respect other patients' privacy and space.
• Be considerate of other patients in the waiting room.
• This practice is owned by Dr Seretis & thus aptly named SeretisCare Family Practice. If you choose to not see Dr Seretis or a provider for any reason, that is your choice, but do so in a polite, respectful, and adult manner. Any derogatory comments about our Physician or the Providers made openly in a manner so as to demean, harass or abuse will result in your immediate dismissal from our Practice no questions asked.

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 our office and the building and/or discharge from the Practice at our sole discretion.

Adults are expected to act as such and to supervise their children. If you have a complaint or any issues, we expect that you will act as an adult, respectfully and appropriately discuss your complaints in a quiet manner over the phone or behind closed doors with our Office Manager. After all, it's quite disrespectful, embarrassing and not becoming of an adult when you yell or act out in front of everyone in the reception area or over the phone. We hold the right to dismiss you from our practice at any time just as any patient has the right to leave our practice at any time.