

NORTHAMPTON AREA PEDIATRICS, LLP

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Pediatric and Adolescent Medicine

Northampton Area Pediatrics Patient Behavior Policy

The staff at NAP work hard to provide the best quality service and care for your children. In an effort to maintain a collaborative relationship, we cannot tolerate bad behavior, including yelling, verbal attacks, or swears directed at us. We are all human beings that deserve to be treated with kindness and respect, even when families are frustrated.

We will ask you to improve your behavior at the time of your interaction with us. If you cannot follow our guidance, we will either disconnect the phone call or ask you to leave the building. After that, the situation will be reviewed by a supervisor, and, depending on the seriousness of the offense, we reserve the right to discharge you from the practice.

This policy is designed to help us continue to provide the best possible care for the families we serve, so thank you for your kindness.