

Douglas County Health Department

Clinic Policy: As a patient, you have the responsibility to treat all individuals -including staff and fellow patients - with respect, courtesy, and dignity.

- The Douglas County Health Department enforces a zero-tolerance policy for aggressive, abusive, or threatening behavior. Any violation of the policy will result in immediate dismissal from the facility. This includes being belligerent, visibly under the influence of drugs or alcohol, or emitting strong odors such as marijuana, which may disrupt the care environment or make others uncomfortable.

Keep Scheduled Appointments or Provide Timely Notice of Cancellation

Attending scheduled appointments is essential to your care and to the efficient operation of our facility.

- Some departments enforce a policy that after three (3) missed appointments, you may be permanently dismissed from that department.
- As a courtesy, we attempt to confirm appointments in advance. However, it is your responsibility to reply with confirmation. If confirmation is not received within 24 hours prior to your appointment, your appointment will be automatically canceled.
- If you arrive 10 minutes or later for your appointment, you will be rescheduled

Notify Us of Any Changes: Inform the clinic promptly of changes to your contact information, insurance, or medical history so we can keep your records current.

Cooperate with the Douglas County Health Department so that benefits may be administered in accordance with your dental insurance plan.

Provide accurate and complete information Share all relevant details with your provider to support safe and effective care. This includes your current prescription drugs, over-the-counter medications, and any known allergies.

Participating in Your Care: Be actively involved in your treatment by asking questions, sharing concerns, and making informed decisions with your provider.

Clinic Hygiene and Behavior Policy:

- **Personal Hygiene:** Patients are expected to maintain a reasonable level of personal hygiene when visiting the clinic. This includes being clean and odor-free.
- **Scent-Free Environment:** To ensure the comfort of all patients and staff, strong scents, including those from tobacco, marijuana, or excessive perfumes, should be minimized.
- **Behavioral Conduct:** Patients are expected to conduct themselves in a manner that is respectful to others and conducive to a healing environment.
- **Staff Discretion:** Clinic staff reserve the right to address hygiene or behavioral issues discreetly and professionally.
- **Enforcement:** Patients who do not comply may be asked to reschedule their appointment or seek care elsewhere.