**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**CONGREGATING NEAR PATIENT CARE AREAS**

10012012

Applies to: All Clinic Staff

Staff members congregating in the Retina Desk Area/Employee Entrance in the Rockledge Offices cause the Practice to suffer lost productivity.  Talking and laughter can sometimes become loud, thus decreasing patient's perception of our professionalism, as well as potentially raising concerns in their minds as to why they may be waiting.

Please remember that patients and those who accompany them to our offices watch and listen closely.  They will interpret your actions and what they see and hear and quickly making assumptions about our office.  Please make certain that you are representing our office in a highly professional manner at all times while you are at work.

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Authorized Signature/Date