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Office Policy

Rude and abusive behavior WILL NOT BE TOLERATED:

The past 3 years have been a time of significant stress and loss for everyone. We are all dealing with intense emotions and frustrations. Sadly, we have seen a significant rise in the mistreatment of staff members. This type of behavior will not be tolerated. We have instructed our staff that, should they receive any aggressive or abusive behavior, they are to end the interaction and report the event to our Practice Manager. Upon review, patients or family members who are found to be inappropriate may be asked to leave our practice. We understand that stress levels are high – please know that we are doing our absolute best to help care for your children. Anyone who walks through our door or calls our office is treated with civility and respect and we expect the same in return.

We are sad that it has become necessary to post a message like this, but we value our staff and expect our families to do so as well. These are unprecedented times, but we are all doing our utmost to provide the best possible service for you and your children under very difficult circumstances.

We hope you and your families stay safe and healthy,

NRI Pediatrics, Management