

WDC Patient/Client & Staff Communication Policy

The following list clarifies expectations between patients/clients communications and our staff. Any violation of these policies at Wilmington Dermatology Center and WDC Cosmetic and Research could result in WDC terminating visits/services after an initial warning.

- a. Our goal is to provide our patients/clients with the utmost respect and provide excellent customer service. Patients however should not verbally abuse our staff on the phone or in person. Verbal abuse includes name calling, yelling, bullying, threats, and inappropriate sexual references. After our staff clarifies a violation of this policy to a client, and if it continues, our staff has the right to stop/terminate any current services and may prevent future visits from being scheduled.
- b. Patients should not physically act in a way that would violate the “safe work environment” at WDC. Violations of this safe environment unwarranted physical contact with our staff or with themselves not conducive to completing the required services. After our staff clarifies a violation of this policy to a client, and if it continues, our staff has the right to stop/terminate any current services and may prevent future visits from being scheduled.