

---

Adhering to guidelines for cleanliness and organization fosters a professional environment, enhancing efficiency and promoting a positive experience for both staff and clients.

- **Patient Privacy:** Do not leave patient orders or personal information visible to other patients. Ensure all paperwork containing sensitive information is securely stored or taken to the shred bin during and after your shift.
- **Cleanliness:** Keep your workspace free of clutter, food, snacks, and open cups. Excessive supplies should be stored in designated areas, and unnecessary items should be minimized to maintain a professional appearance.
- **Paperless Environment:** We are transitioning to a paperless system, so avoid having an excess of pens and sticky pads on your desk. Utilize digital folders or note sections on your desktop for important information.
- **During and after your shift,** it is imperative to ensure that all paperwork containing sensitive or confidential information is promptly taken to the shred bin for proper disposal.
- **Decorations:** Excessive decorations and figurines are not allowed as they may lead to unnecessary conversations or conflicts of interest. Maintain a professional appearance by keeping personal items to a minimum.
- **Personal Items:** Nail polish, nail files, makeup, hairbrushes, and other personal items should be stored away from the front desk area, preferably in your purse or designated storage space.
- **Cell Phone Usage:** Cell phones should not be visible on the front desk counter. Avoid watching movies, videos, or using social media while on duty. If you need to make or take a personal call, please step away from the front desk to maintain professionalism and respect for your coworkers.
- **Lighting:** All building lights should be on during operational hours