

## CLINIC OPERATING RULES

### DELAYS AND CANCELLATIONS

The GMF-U CLM is committed to providing quality care and services within a reasonable timeframe. To reduce waiting times and optimize access to care, users must comply with the following rules regarding appointment management :

#### 1. Attendance of appointments

- The user must arrive at the scheduled time for their appointment or cancel it if they cannot attend.

#### 2. Late arrivals

- In the event of a late arrival, the physician or professional will wait for the user for **30% of the scheduled duration of the appointment**, without extending the session beyond the time initially granted.

#### 3. Cancellations and absences

- The user must inform the GMF-U **at least 24 hours in advance** in the event of cancellation.
- In case of absence, it is the user's responsibility to contact the GMF-U to arrange a new appointment.

**These measures aim to ensure equitable access to care for all users.**

### ZERO TOLERANCE POLICY

The GMF-U has a **zero tolerance policy** towards any form of **violence** or **harassment**.

The following behaviors or other behavior deemed disturbing are not tolerated under any circumstances :

- **Verbal aggression** : the person shouts, insults, uses foul language, makes indirect or veiled threats, or makes comments with sexual or racist connotations.
- **Non-verbal aggression** : the person adopts an intimidating gaze, adopts a provocative attitude and behavior, makes threatening or sexually suggestive gestures.
- **Physical assault** : the person scratches their skin, pulls their hair, self-harms or hits themselves or attempts to hit staff.
- **Aggression against the work environment** : the person slams the door, throws objects or hits the furniture.

Any behavior that does not comply with this policy may result in **immediate action**, including interruption of services and, if necessary, intervention by the appropriate authorities.

This policy aims to ensure a safe and respectful environment for all.

### USER CONSENT AND COMMITMENT TO COMPLY WITH THE CLINIC'S OPERATING RULES

By accessing the GMF-U CLM services, you are presumed to have read these rules and agree to comply with them at all times.

If you have any questions or wish to express an objection to any of the operating rules, we invite you to discuss your concerns with a staff member as soon as possible.

Failing such an objection, we consider that you agree to comply with the rules set forth in this document.

We thank you for your cooperation.