



## MOORE COUNTY HEALTH DEPARTMENT CLIENT EXPECTATIONS

- **Arrival Time**
  - Please plan to arrive 15 minutes before your scheduled appointment time.
  - If you arrive 30 minutes or more after your scheduled appointment time, you may be rescheduled for an appointment at another date.
  
- **Phone Use**
  - Please turn your cell phone to silent when you arrive for your appointment.
  - Please do not talk on your cell phone during your appointment.
  - If you continue talking on your cell phone during your appointment, you may be asked to reschedule your appointment to a later date.
  - The lobby phone is available if you need to arrange a ride from the Health Department. Please do not use this phone for long conversations.
  - Please keep your voice low when talking on the phone. If you are disturbing other clients, you may be asked to step outside.
  
- **Courtesy**
  - Please be respectful to Health Department staff.