



Document
Management
Tip

Dress Code Policy

ATTENTION: All practice managers, healthcare providers, clinic managers of private healthcare practices. This Document Management Tip has been created especially for you.

Professional Presence is more than what you wear

What does your image communicate about you?

You might be in the **front office** or a **healthcare provider**. You might wear uniforms, lab coats, or business clothes. Regardless of your interaction with clients, customers, suppliers, contractors, or volunteers, the appearance of employees at your business supports your **business image brand**.

This Document Management Tip will help you:

- Develop a policy for your business that reflects your brand image
- Start a conversation with your team
- Orientate new employees
- Clearly state expectations
- Develop great first impressions from your patients, clients, and visitors

What to do next:

- Instantly download this free Documents Management Tip – Dress Code Policy
- Discuss with your team and revise to best meet your business brand

Need more?

- Access the [Practice Management Nugget guest interview replay with Shirley Borrelli](#), Looking Your Best Inc.
- As a member, new employees can visit the replay at any time as part of their orientation to your business.

Using this Document Management Tip gives you:

- A tool that you can use right away to improve your human resources practices
- Employee training that is cost effective and convenient
- Tips to improve customer service
- Tips to improve your business brand image

It is expected that you will review and refine these documents to meet your needs.

This publication provides general guidance for healthcare practices in Alberta. For additional assistance, please contact Information Managers Ltd.

Jean L. Eaton
Practical Privacy Coach and Practice Management Mentor
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POLICY #___: Dress Code Template

Start Date:

Revision Date :

Approved By:

Date:

Purpose: Our clinic has an image brand which includes excellent primary healthcare services provided in a safe, courteous, and professional environment.

Regardless of the employee's interaction with clients, customers, suppliers, contractors, or volunteers, the appearance of employees at our clinic supports the image and reputation of our clinic. Patients and their families have reasonable expectations that their healthcare providers and employees at the clinic present themselves in a professional manner both in demeanor and appearance.

The clinic has chosen to offer a blend of uniform and casual dress environment for employees. Employees are expected to use good judgment and to show courtesy to their co-workers by dressing in a manner that is presentable and appropriate. At all times the clinic expects its employees to demonstrate consideration of patients, clients, and co-workers expectation of your conservative and tidy appearance that supports our business image brand.

General guidelines:

If you do not have direct patient contact (i.e. billing clerk, consulting pharmacist, receptionist) wearing uniforms is optional. If you choose not to wear a uniform or lab coat, consider these guidelines when choosing clothes at the office:

Name Badges: help to identify you to our patients and clients.

- Are provided by the clinic to each employee. These are to be worn at all times.
- If you are not wearing a name badge, you may be denied entry into restricted areas of the clinic.

Shoes:

- **Closed toes** and closed heels or heel straps
- **No high heels** or built up soles such that it could endanger yourself or patients.
- **Non-slip** footwear

Hair:

- **Clean and neatly groomed**
- **Long hair should be tied back** during patient treatment or when operating machinery.

Clothing:

- **Clean, neat** and in good repair
- **Allow for full performance** of all duties
- **T-shirts and tank tops are not permitted.** Polo shirts or styled cotton tops with pockets are acceptable. Discrete, non-inflammatory images and logos are permitted.
- **Sweatshirts are not suitable** in direct patient care areas.

- **Tops need to be long enough and high enough to provide adequate coverage of abdomen, back and chest.**
- **Fragrances should be avoided**
- **Jewelry, tattoos and body piercings must be discrete** and provide no risk to the wearer or patient

If you have direct patient contact (i.e. physicians, MOA, nursing, physiotherapist)
Clothing must meet infection control standards for the benefit of patients and to you and your family. The type of work that you do may require additional considerations.

Uniforms:

- This office does / does not require specific style or color of uniforms.
- Uniforms are / are not provided
- Lab coats (full length or jacket length) is an acceptable option.

No artificial nails are permitted

The requirements listed above are not all-encompassing. Circumstances may arise which are not covered by this policy. Any decisions on the interpretation of these guidelines are at the discretion of the Clinic Manager and Lead Physician.

This publication provides general guidance for a healthcare practice. For additional assistance, contact Information Managers.

For more [Document Management Tips](#) that you can use right away visit our website <http://informationmanagers.ca/digital-resources>.

Resources:

Borrelli, Shirley. <http://shirleyborrelli.com/>

Information Managers Ltd. "[Professional Presence Is More Than What You Wear](#)". June 2014.

McNaughton, Nerissa. "[Dress For Success, The Modern Rules For Looking Your Best At Work](#)". June 17, 2014.