

## **Dr Khanna's Missed, Canceled and Late Appointment Policy**

The goal of our policy is to ensure the following:

1. Waiting time in the office will continue to be as short as possible, and we will continue to respect and value your time.
2. Our schedule will be well controlled, so that when you call with an emergency we can continue to get you in quickly.
3. Minimization of missed appointments which lead to higher costs for everyone.

Our policy is to call every patient for confirmation 2 days prior to their scheduled appointment. Please let the front desk know if there is a specific number you wished to be notified on. If you do not call back, we will call you again the next day and continue to try to reach you. If for some reason you cannot make the appointment please call us back and let us know so that we may give it to someone else. If you can make it, please also let us know that you will be coming. Our number is 301-737-7960 and you can leave a message any time of day or night.

**Missed Appointments** – Occasionally unavoidable things arise, car accidents, deaths in the family etc. So you will not be charged for your first missed appointment of the year. If you continue to schedule appointments and do not show up you, *confirmed or not*, will be charged a missed appointment fee of \$50. Missing 3 appointments in any 12 month period will result in your dismissal from the practice.

**Canceled Appointments** – If you need to cancel an appointment, please do so with a minimum of 24 hours notice and we will be happy to reschedule you. If notice is given less than 24 hours, you will be charged for a missed appointment.

**Arriving Late** – If you arrive late we will do our best to accommodate you, however you may be asked to reschedule for another day if seeing you will cause other patients to have to wait an unnecessary amount of time.