Dear Patients,

We want to bring to you our ***new protocols*** for Video or Phone Appointments.

1. Be sure to have your telephone on and nearby for a phone or video appointment.
2. Be sure that your phone is not set to block unknown numbers.
3. Ensure that you are completely set up for a video call the day before your appointment.
4. We advise that you log in to the video platform a minimum of 5 minutes before your scheduled appointment.
5. Please be patient with us if we do not come onto the video call/ or phone you at your scheduled time.

\*\*Just like an in-office appointment, sometimes there is a wait period. If we think there is a technical issue, we will call you.

1. Please be advised that like all in-office scheduled appointments, No Shows to a scheduled video or phone call will be an automatic $40 No Show fee.

Do not hesitate to reach out to the office if you have any questions.

Yours Sincerely,