



Clinic Updates – Booking, Access, and Policies

Dear Patients,

I am writing to share several important updates regarding clinic operations. These changes are part of ongoing efforts to improve patient access, clinic flow, and overall quality of care.

Online Booking & Appointment Access

1. Online booking is available up to 2 months in advance
2. After-hours schedule is posted in advance and updated weekly
3. Routine appointments are visible online
4. Same-day urgent appointments are released after 5:00 PM the evening prior. If none are available, please call early (preferably before 9:00 AM) and we will do our best to accommodate you.
5. On after-hours clinic days, same-day appointments may be offered (e.g., 6:00–7:00 PM)
6. All patients are welcome to attend after-hours clinic as a walk-in between 4:30 PM and 7:00 PM

Phone Communication

1. Please leave one detailed message with your name, number, and concern
2. Calls are returned based on urgency, typically same day or next day
3. Phones may be answered directly on select days to improve access

Clinic Schedule & Availability

1. In-office days: Monday, Tuesday, Thursday
2. On other days, staff assist with triage and care coordination

After-Hours Care & Continuity

Patients are expected to use the clinic's after-hours services for urgent concerns to ensure continuity of care. External walk-in clinic use is discouraged as it may impact ongoing care within our clinic.

Missed Appointments (No-Show Policy)

1. A \$50 fee applies to missed appointments without notice
2. Fees must be paid prior to the next visit
3. Repeated missed appointments may result in removal from the roster

We remain committed to improving timely access, efficiency, and continuity of care. If you cannot find a suitable appointment online, please contact the office.

Sincerely,
Dr. Dina Al-Khatib