

# Office Policies & Procedures

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1. Patients who miss their appointments without 24-hour notice will be charged a fee of \$25.00
2. Patients who are more than 15 minutes late **MUST** reschedule unless the office is notified.
3. Walk-ins are only allowed if the schedule permits; please check with the front desk. **We reserve the right to not see you.**
4. If you need forms to be filled out by the doctor there will be a \$10.00 charge. Please be sure that forms are presented for completion at least 3-5 business days before they are needed. We will not be able to have your forms completed in time without proper notice.
5. For all prescription refills, please call your pharmacy. Your pharmacy will then contact us for authorization from the doctor. However, if you require a physical written prescription, please call the office.
6. We require 3-4 business days to process referral requests and require all the related information (i.e.: doctor's name, address/contact info, and reason for visit) to be given to our staff. Referrals will NOT be backdated or mailed. Patients are responsible for having a valid referral for each visit.
7. When having labs done in office, the MA's will usually only call you with any abnormal results that are found. If you do not hear from our office after one week of your tests being done then please contact our office and leave a detailed message.

Should you have any questions or concerns, please feel free to discuss them with any one of our staff members or the doctor directly.

I have read and understood the information given above. I understand, agree, and accept the terms and am aware that I am responsible for adhering to the office policies. Failure to do so may result in termination of care with the practice.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_