

*Lisa Sachdev, D.O.*

Sachdev Wellness Clinic  
1322 Space Park Drive, Suite A-110  
Houston, TX 77058  
Office: 281-542-7800; Fax: 281-542-7731  
Website: SachdevWC.com

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## **INSTRUCTIONS FOR SCHEDULING, RESCHEDULING OR CANCELLING APPOINTMENTS:**

**SCHEDULE AN APPOINTMENT:** Patients may schedule their own appointment by visiting our website [www.SachdevWC.com](http://www.SachdevWC.com) and using the green "**Book Appointment**" tab located at the top of the home page. Payment in full via a credit card is required at the time the appointment is reserved. Patients may use a Health Savings Account (HSA) credit card if they have one. A confirmation email and/or text message will be sent as soon as the appointment is confirmed (typically within a few minutes).

**RESCHEDULE AN APPOINTMENT:** Patients may reschedule their appointment by going to the appointment confirmation message that they received via email or text message when their appointment was confirmed. No additional payment is required to reschedule an appointment. If patients need to reschedule an appointment with fewer than 24 hours' notice they need to contact our office via phone, text or email.

**CANCEL AN APPOINTMENT:** Patients should contact our office via phone, email or text message if they need to cancel their appointment. Patients who cancel their appointments will receive a refund of their appointment fee and a receipt via email confirming the amount refund. Refunds may take up to 10 business days to process depending on their bank or credit card policy, our office is not able to expedite the refund process. Appointments cancelled with less than 24 hours' notice will incur a \$50 no show fee. If a fee is incurred it will be subtracted from the amount refunded to the patient.

**ADDITIONAL INFORMATION:** Patients need to be sure they are reserving the correct type of appointment to assure they are paying the correct amount. If our office manager determines that the appointment was booked incorrectly patients may owe additional money, or receive a refund, when they check in at the front desk.

**Office email address is: [SachdevMedAssistant@gmail.com](mailto:SachdevMedAssistant@gmail.com)**

**Office text messages may be sent to: 281-542-7800**