



AVAILABILITY AND EMERGENCY PROCEDURES

Clinicians are available by voicemail and email during regular business hours for the purposes of scheduling and communicating general information about client treatment. Please allow for 1-2 business days for a response. **In the event of a life-threatening emergency, parents/clients should immediately call 911 or proceed to the nearest emergency room.** For matters of non-life-threatening medical concerns, clients of Dr. Ahmad can email him at ahmad@bridgestherapyandwellness.com and clients of Dr. Jahangeer can email him at jahangeer@bridgestherapyandwellness.com. Please allow for a response within 2-3 business days.

CANCELING APPOINTMENTS

Because we reserve time in our schedules to dedicate to you or your child, we request **24-hours' notice** in the event you must cancel a scheduled appointment. Doing so will prevent being charged the full fee for a missed appointment or a late cancellation (within 24-hours of the scheduled appointment).

INCLEMENT WEATHER POLICY

In the event of inclement weather, each clinician will update their voicemail message regarding any cancellations for that day. Please call the office to check the voicemail for updates regarding scheduled appointments. Each clinician will also try to reach you if they are unable to come in and need to reschedule appointments; **please make sure your clinician and our administrative staff have your most updated contact information.**

If you feel it is unsafe to travel due to inclement weather or road conditions, please let your clinician know as soon as possible. If you cancel the appointment for the reason of inclement weather or road conditions *within* 24 hours of the scheduled appointment there is no late cancellation fee. A missed appointment fee will be charged if you do not show up for your appointment and you do not contact your clinician.

Revised 10.9.2019

ENTERING THE BUILDING AFTER BUSINESS HOURS

All doors to the building are unlocked during regular business hours, 8am-6pm Monday through Friday and Saturday 9am-1pm. After business hours you can only enter through the main door underneath the blue awning, which will be locked at 6pm weekdays and 1pm Saturdays. If you arrive when the doors are locked, please follow the instructions below. If you call and no one answers please call back. If you have any difficulty, call your clinician as soon as possible and leave a message on their voicemail.



INSTRUCTIONS:

- Scroll through the list of companies using the A or Z button located on the lower right-hand side of the callbox to find Bridges Therapy and Wellness Center.
- Press the CALL button located under the Z button on the lower right-hand side of the callbox
- The system will automatically call our front desk. There is a speaker on the left-hand side of the telephone number pad, you will speak into this once our administrative assistant answers the phone. Please say your name and the clinician with whom you are scheduled.
- Our administrative assistant will remotely unlock the door. You will hear a CLICK and a BEEP sound at the door; this sound indicates the door has been unlocked and you can enter the building. The elevator will be simultaneously unlocked.

If the administrative assistant does not pick up on the first call, please wait for the callbox to hang up, reset and then perform the same steps above.

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