

Questions and Answers



- **Does ClockwiseMD guarantee an appointment time?**
No, it holds your place in line. The time provided is our best estimated time.
- **Is the estimated time provided the time I will see the doctor?**
It is the time you can expect to be called back into an exam room.
- **What happens if I choose to leave and wait outside the office?**
ClockwiseMD gives you the flexibility to grab groceries, a cup of coffee, or even your children from the school bus! We will text you on your mobile device when it's time to return.
- **Will there be any additional wait once I am in a room?**
There will likely be some additional waiting. This time varies based on the complexity of other patients already in rooms.
- **Is it possible to be seen sooner than the estimated time?**
If you remain in the lobby, it is possible that you may be seen sooner. If you choose to wait outside of the office, you will be sent a text shortly before your time slot or updated as to an expected delay if necessary.
- **What if my schedule time is after you close?**
As long as you return to the office before our closing time you will be seen by the doctor.
- **What happens if I want to share a visit time with a family member?**
You will have the option to register as a shared visit and will be called to a room at the same time.

You asked and we listened...Now skip the wait!

We appreciate the feedback from patients regarding their care but we've also been told and understand that no one likes waiting to see the doctor. Walk-in appointments are convenient, but they make it impossible to predict volume and wait times. Sometimes, our lobby may be completely empty... and in 30 minutes, completely full. For this reason, we have partnered with **ClockwiseMD**, a patient reservation portal, which we hope will minimize waiting during those unpredictable busy times.

