



Bethesda Family Smiles  
Dr. Srotalina Khanna  
10401 Old Georgetown Rd. #310  
Bethesda, MD 20814  
Phone: (301) 530-0700 | Fax: (240) 223-0384

Dear Patients,

We are happy to inform you that we will begin seeing patients starting Wednesday, June 3<sup>rd</sup>. Outlined below are the changes that we are implementing at our office.

**We are taking extended safety measures to further protect our patients and staff by implementing the following protocols:**

- Anyone with a cough or fever will not be seen at our office and should stay home. We will be happy to reschedule your appointment for a later date.
- NO Walk-in appts
- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you arrive for your appointment.
- We will limit the number of patients at the office to allow for social distancing. That may mean fewer options for scheduling your appointment.
- We will only see a maximum of 2 young children with one parent
- Any accompanying person (caregiver, translator, parent) may wait at the office. If they prefer to wait elsewhere we can call them when the patient is ready to leave.
- Everyone entering our office is asked to wear a face mask/covering

**BEFORE your appointment:**

- We are encouraging a "touch free" check-in and check-out process. We will need your email address in order for us to provide access to complete forms, email receipts and receive appointment reminders.
- Please confirm your appointment either by phone or email – this will include the patient screening questionnaire that needs to be completed.
- ALL insurance verification is to be done before your appointment.
- New Patients will be asked to email completed patient forms, copy of ID and copy of insurance card (front & back).

**When you arrive for your appointment:**

- Please call the office when you arrive. We ask that you wait in the parking lot and we will call you when it's okay to come up to the office.
- Please keep your face covering on when you enter our office and do not remove it until you are instructed to do so.
- We will ask you to wash your hands as soon as you arrive.
- We will ask the screening questions again and take your temperature.
- All of the above will also apply to anyone accompanying a patient that wishes to wait in the reception area.

**Office hours for the month of June:**

MON, TUE, WED - 9:00 - 6:00      THU – closed      FRI - 9:00 - 3:00

Our office will be accessible via phone or email MON – FRI 9:00 - 3:00  
We will inform you ahead of time of any changes to our hours of operation.



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We look forward to seeing you all soon! We are happy to address any questions about the steps we've taken to keep everyone safe. To make an appointment, please call or email the office.

These are challenging and uncertain times and we thank you in advance for your patience, understanding and loyalty as we welcome you all back!

Sincerely,  
Dr. Khanna and Staff