September 11, 2026

Hello friends and patients! I hope this finds you in good health! I would like to take a few moments to remind every one of our set business hours and to update on several housekeeping items. Please read as there have been several changes made.

MONDAY 9:00 AM to 4:00 PM

TUESDAY 9:00 AM to 4:00 PM

WEDNESDAY CLOSED

THURSDAY 9:00 AM TO 3:00 PM

FRIDAY. 9:00 AM to 3:00 PM

SATURDAY CLOSED

SUNDAY CLOSED

- Contacting the office: If you need to reach the office you can call or text the office at 301-900-5313, or reach out through the Spruce App. If you try to contact the office during non-business hours, I will reach out the next operating business day. PLEASE do NOT text Lora's personal cell or message her on any social media platforms regarding medical or office related business. She will not respond. This is also a great time to remind everyone that email is not checked and is not a form of communication with the office.

The following policies will become effective September 14, 2026:

- Same day sick appointments: There are a set number of same day sick appointments available each day that the office is opened. These are on a first come, first serve basis and are by appointment only. To be fair and offer everyone the same chance, requests for a same day sick appointment may be requested starting at 7am for that day. Anything requested prior to 7am that day will not be considered for a same day sick appointment (time stamps of texts/calls will be looked at to keep things fair).

- Late arrivals: If you are more than 10 minutes late for your appointment, your appointment will have to be rescheduled and you will be charged a cancellation fee of $50.

- Cancellation/Missed appointment: There is a cancellation fee of $50 per visit if canceled less than 24 hours prior to your appointment. If you cancel/reschedule late (less than 24 hours prior to appt) more than 3 times, then you will be discharged from the office.

- No Show/No Call: If you do not show up for your appointment and do not call/text the office, twice, then you will be discharged as a patient from the office. There is a no show/no call fee of $50 per episode.

- Medication refill requests: the office has up to 3 business days to process medication refill requests.

- Pictures and images: Please do not send screen shots of your lab results, tests, or notes from other providers, unless the office specifically requests. Please do not send pictures of private areas of the body, even though this is a doctor's office, it is still considered porngraphy and is not appropriate.

- Form completion: There is a $25 form fee charge for all forms that were not completed or presented during your scheduled appointment. Additionally, the office has up to 7 business days to complete forms once they have been received.

- Balances due: Balances must be paid prior to your appointment to be seen.

If you have any questions or concerns please reach out to the office!

Blessings,
Lora Cole, MSN, CRNP, FNP-C