

No Show and Cancellation Policy

A missed appointment leaves an empty slot that could have been used by a patient in need of medical care. A missed appointment or, “no show,” occurs when a patient fails to give notice that the appointment cannot be kept. Not canceling an appointment in a timely fashion is unfair to the other patients on the cancellation list. Therefore, we request that patients who are unable to keep their scheduled appointments notify us **at least one (1) business day in advance for office visits and two (2) business days for all endoscopy visits**, so the time might be made available to another patient. Patients who cancel scheduled appointments within the highlighted time-frame listed will also be held to our no show policy terms (e.g. canceling office visit within 1 business day of scheduled appointment).

Patients will be turned away if they arrive 10 minutes past their scheduled appointment time.

- **New Patient and Established Patient No Show / Cancellations:** When patients fail to keep an appointment, the referring physician will be notified. The patient may be rescheduled if this is their first No Show. Any no show by the patient after the 2nd will be reviewed by the provider in order to be rescheduled. By the 3rd no show the patient will be dismissed and referred out of the practice, the primary care provider and/or referring provider will be notified of patient’s attendance.
- **Endoscopy Scheduled patients (Colonoscopy, EGD, etc.):** Patients that are scheduled for an endoscopy are expected to cancel/reschedule at a minimum of 48 hours in advance. The referring physician will be notified of the patients no show status.

By signing this document, I acknowledge that I understand and am aware of the No Show and Cancellation Policy and will adhere to the terms listed above.

Date: _____

Printed Name: _____

Patient Signature: _____