

CENTRAL PENN GASTROENTEROLOGY & ENDOSCOPY CENTER

CANCELLATION / NO SHOW POLICY For Office Visits and Procedures

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to medical care. We would like to inform you of our policy regarding missed appointments.

CANCELLATION POLICY FOR OFFICE VISITS AND CONSULTS

*We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting the medical care they need. Therefore, **If an appointment is not cancelled at least 24 hours in advance, you will be charged a fifty dollar (\$50.00) fee. This will not be billed or covered by your health insurance.***

SCHEDULED APPOINTMENTS

*We understand that delays can happen however, we must try to keep the other patients and physicians on time. Therefore, **If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment. We ask that you arrive early to prevent this from occurring, so please remain on time and be at your appointment when requested.***

CANCELLATION POLICY FOR A PROCEDURE

*We understand that there may be emergencies that keep you from keeping your scheduled procedure. However, due to the large block of time associated with a procedure, last minute cancellations can cause problems for other patients as well as added expense to our facility. Therefore, **If you do not cancel at least 48 hours in advance, you will be charged a \$200.00 "no show fee". This will not be billed or covered by your health insurance.***

NO SHOW POLICY FOR OFFICE VISITS, CONSULTS OR PROCEDURES

A "No Show" is a patient who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "No Show".

- a. The first time there is a "No Show", there will be no charge.*
- b. The second time there is a "No Show", there will be a fee of \$50.00 for the visit.*
- c. The third time there is a "No Show", the patient will be dismissed/discharged from the practice.*