



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. We therefore request that patients who are unable to keep their scheduled appointments notify us **at least 24 hours in advance**, so the time might be made available to another patient.

Patients who cancel appointments *within the 24 hour time-frame* will also be held to our no show policy terms.

- **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. After the second No Show, **within a 12 month period**, a **\$100.00** (*not covered by insurance*) deposit must be made in order to schedule another visit with our practice. This deposit will place a hold on the patient’s credit card until the patient arrives to their scheduled appointment, once the patient checks into their appointment the deposit will be forfeited and no charge is applied. If the patient No Shows or contacts the office within the 24 hour policy the deposit will be applied to the credit card provided at the time of scheduling.
- **Endoscopy scheduled patients (Colonoscopy, EGD, etc.):** Patients that are scheduled for an endoscopy and do not show for their appointment or that cancels within 24 hours of their endoscopy will be charged \$100.00 no show fee. If you believe you need to cancel or reschedule your endoscopy to avoid the no show fee you must cancel/reschedule 24 hours in advance.

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: _____

Signature: _____