

**“No Show” and “Cancellation” Policy
For Office Outpatient Procedures**

At *Digestive Disease and York Endoscopy*, our goal is to provide quality medical care in a timely manner. We have implemented a no show and cancellation policy which enables us to better utilize available appointments for our patients in need of gastroenterology care. The following policy was put into effect on September 1, 2017 and is with regard to patients who fail to keep their scheduled out-patient procedure appointment.

If you are unable to keep your outpatient procedure appointment, we require a **48 hour notice**.

Patients who fail to honor their scheduled out-patient procedure appointment or did not notify the office within **48 hours of their scheduled procedure time**, shall be subject to a “No Show/Cancellation” fee of \$250.00.

If the procedure is cancelled by the physician, the patient is not subject to this charge.

This fee is not covered by insurance and is therefore the sole responsibility of the patient.

How to Cancel Your Appointment

To cancel or reschedule your procedure, call Digestive Disease at 630-325-4255. If it is after hours, you may leave a message with our answering service. Leave your name, appointment date and cancellation reason or request for rescheduling. Please remember, the cancellation must be within 48 hours of your **scheduled procedure time**.

Patient Signature

Date

Patient Printed Name

Date

Date

Witness
