

Endoscopy Center of Ocean County
Endoscopy Center of Toms River

MEMO: To our Endoscopy Center Patients

RE: Cancellation and No Show Policy

Our goal is to provide quality individualized medical care in a timely manner. Late cancellations (within 72 hours of scheduled procedure), and No Shows create inconvenience and prevent scheduling other patients who may need access to medical care in a timely manner. Your procedure is an important part of your treatment, and that time has been reserved just for you. We understand situations arise when you may need to cancel the appointment for your procedure, and we appreciate advance notice when that happens. This helps us to be respectful of other patients and enables us to give the appointment time to another patient who may need medical care.

OUR POLICY:

- Should you need to cancel your procedure, **we expect you to notify us within 72 hours** of your scheduled procedure appointment for all non-urgent reasons.
- Patients who cancel scheduled procedures, with **less than 72 hours' notice**, will be charged a **cancellation fee of \$100**, which is not covered by insurance.
- We will confirm your appointment approximately 1 week prior to the procedure. If you are not reached in person, we will leave a voice mail message asking you to call us back to verbally confirm your appointment. **If you do not call back within 72 hours of your scheduled appointment, your procedure will be cancelled.**
- If your procedure is confirmed, and you do not show up for the procedure, you will be charged the \$100 cancellation fee and you will not be rescheduled until the fee is paid.

Thank you for your cooperation and understanding,
Gastroenterologists of Ocean County and staff