

THE ENDOSCOPY CENTER
7402 York Road, Suite 101
Towson, Maryland 21204
410-494-1846

NO SHOW POLICY

Recently we have been experiencing a problem with what we call “no show” appointments. This means that patients are scheduling appointments for office visits or procedures and then simply not showing up for the appointment, without the courtesy of a call or notification prior to the visit.

There are two problems that occur when this happens. First, we have been experiencing very high demand for appointments. Many of our fellow patients are forced to wait weeks or even months for an appointment. That means that by not showing up for an appointment, without prior notification, someone in need of timely medical care does not receive that care. Secondly, we go to great lengths to call all patients the day prior to their appointment. It is not polite and is definitely rude and unacceptable to your fellow patients to not have the courtesy to call and notify the office in advance, so that another person may take advantage of the time allowed.

Finally, we have recently conducted a survey of a broad cross-section of your fellow patients, and they have indicated to us that the policy, which follows, is unfortunate but still reasonable and acceptable to them. We also understand that last minute problems do arise. We will try and remain flexible when this occurs, and ask you to do nothing more than discuss the situation with us. Please note that this policy is effective as of August 1, 2001.

- A. If you are unable to keep your appointment, you must notify the office in advance of your appointment.
- B. If you are ill or have a last minute emergency, please contact the office immediately or within 24 hours of your scheduled appointment.
- C. There will be a charge for no show appointments for which the patient will be responsible. The fee will be billed and must be paid prior to your next visit or at the time of your new appointment.
- D. For repeat offenders, we reserve the right to request that you seek care with another health care provider.
- E. The following fees will be applied for no show appointments:
 - ❖ Office Appointments - \$25.00
 - ❖ Endoscopy Appointments - \$50.00
 - ❖ Other Procedure Appointments - \$50.00

Please feel free to discuss any concerns you may have regarding this policy with the General Manager, Martin Virga at 410-494-1846 ext 113.

We thank you for your understanding and consideration for your fellow patients.