

CANCELLATION AND RESCHEDULING POLICY

Due to the inability of Digestive Healthcare to schedule another patient if adequate notification is not given to cancel a missed procedure, we reserve the right to charge a **\$150.00** fee. A missed procedure is defined as a failure to show for your scheduled procedure or a cancellation/rescheduling within less than **2 business days** prior to the procedure time.

We request that you notify us as soon as you are aware of your inability to keep your appointment so that we may schedule another patient for that procedure time. When calling to reschedule or cancel a procedure, please call **919-791-2040**, and one of our nurses will handle your request. Please leave a detailed message if our nurses are busy helping other patients, and we will return your call promptly. It is important that you contact the physician on call if you need to notify someone of your reschedule/cancellation plans after hours.

It is important that any reschedule/cancellation notice be called to the above number at Digestive Healthcare. **Do not contact Raleigh Endoscopy Center or Rex Hospital** as Digestive Healthcare will notify them of any changes. Failure to contact Digestive Healthcare in a timely manner as noted above could result in a late cancellation fee of **\$150.00**.

Our commitment is to offer quality and timely care to our patients. This policy will ensure that we can efficiently accommodate all patients' needs.

Thank you for your assistance and for choosing Digestive Healthcare for your gastroenterology needs.