

DIGESTIVE HEALTH ASSOCIATES, P.C.

OFFICE POLICY

Our office reserves the right to bill for **cancellations** and **short notice** rebooking and requests with **less than 10 days notice**. We must **strictly** enforce our policy because insurance companies will not work with us on short notice and we need advanced warning to accommodate "waiting list" requests.

We respect your wish to have exams done in a timely fashion, but we need your cooperation in order to continue providing you with the dates and times that work for you.

***PLEASE BE SURE YOUR SCHEDULED DATE AND TIME WORK FOR YOU**

REBOOKING

Each procedure requires approval by your insurance company. This is a very time consuming task. We cannot continue to honor changes unless we are given 10 days notice. With less than 10 days notice, we must charge a \$50.00 change fee. We ask that this is received prior to rebooking.

NO SHOWS

"No showing" disrupts the schedule and is not fair to people on the waiting list. Our policy regarding "no shows" is to charge a \$100.00 fee and a \$100 deposit. This is required prior to giving you another slot in the schedule. The \$100.00 deposit is returned to you at the time of the procedure and forfeited only in the event of another no show or last minute cancellation.

Thank you in advance for your cooperation.