

VALLEYCARE GASTROENTEROLOGY MEDICAL GROUP, INC.

APPOINTMENT CANCELLATION POLICY

We are committed to providing all our patients with the finest clinical care and we appreciate the opportunity to serve you.

Our physicians reserve a significant amount of time for your office visit or procedure, and our staff invests a great deal of time in scheduling and registering you for your appointment. Please understand that untimely cancellations in our schedule create problems for our office and deprives the opportunity of another patient making use of that appointment. Furthermore, it jeopardizes our ability to ensure that you receive the medical care you need in a timely manner.

We realize that some patients may have an unavoidable need to change an appointment. However, we are requesting that when possible, you cancel your office visit or procedure in good time. The following provides our Appointment Cancellation Policy:

- An office visit cancellation with less than 24 hours notice will result in an administrative fee of \$50 charged directly to you and not your insurance.
- A procedure cancellation with less than 48 hours notice will result in an administrative fee of \$50 charged directly to you and not to your insurance. Your next appointment will not be rescheduled until this fee is paid.
- If more than two appointments are cancelled without notification, we will be unable to reschedule any office visits or procedures for you.

We hope that you understand the need for this policy. Once again, thank you for allowing us to participate in your medical care.