



## Kumar Desai, MD

Gastroenterology & Hepatology  
& Advanced Therapeutic Endoscopy

### No Show and Cancellation Policy

This office strives in trying to get patients into the office in a timely manner and prevent patients from waiting. However this has been difficult and thus frustrating when scheduled patients don't show. When a patient does not appear, time was lost for the doctor and a lost opportunity for a patient that requires urgent evaluation.

Therefore our new policy starting November 1, 2018:

#### **Appointments:**

1. After the first missed appointment, the patient will be notified/reminded about the missed appointment policy and will be able to reschedule
2. If a second scheduled appointment is missed, a \$50 fee will be charged.
3. If a third scheduled appointment is missed. It will be at the physicians/practice discretion to terminate our professional relationship with the patient. We will be available for emergencies for 30 days, so that he or she will have access to care until finding another gastroenterologist. We will be happy to fax over any records to your designated location.

#### **Procedures:**

1. To promote efficient care to our patients, we request that you notify us at least 72 hours in advance to your procedure if you cannot keep your appointment. **IN THE EVENT A PROCEDURE APPOINTMENT IS MISSED OR CANCELLED LESS THAN 72 HOURS IN ADVANCE A CHARGE OF \$150 WILL BE BILLED.**
2. After two missed/canceled procedures - It will be at the physicians/practice discretion to terminate our professional relationship with the patient. We will be available for emergencies for 30 days, so that he or she will have access to care until finding another gastroenterologist. We will be happy to fax over any records to your designated location.

By scheduling an appointment in the future with Kumar Desai, MD, you are indicating and agree to the terms of the service explained above. Regretfully, we have been forced to institute this policy due to an increased volume of last minute cancellations/no shows and frustrated patients wanting prompt care.

Sincerely,

Kumar Desai, MD and staff

Patient acknowledges \_\_\_\_\_