

## Appointment Cancellation and No-Show Policy

At Digestive Health Clinic, LLC (DHC), Nampa Digestive Health Clinic (NDHC), Idaho Endoscopy Center, LLC (IEC), and Nampa Idaho Endoscopy Center (NIEC), we are committed to providing high-quality, timely care to all of our patients. To maintain an efficient schedule and ensure availability for those in need of medical services, we have established the following appointment policy.

### Appointment Cancellations

Patients are required to provide at least **48 hours'** advance notice to cancel or reschedule an appointment. This advance notice allows us to offer the appointment time to another patient.

- Office visit cancellations: Cancellations made with less than the required notice may be considered late and may be subject to a \$50.00 fee, where permitted by applicable regulations. Repeated offenses may result in dismissal of care.
- Procedure cancellations: Cancellations made with less than the required notice may be considered a late cancellation and may be subject to a fee of \$100.00, where permitted by applicable regulations. Repeated offenses may result in dismissal of care.

### Appointment No-Shows

A "no-show" is defined as failure to attend a scheduled appointment without prior notice to the office.

- Office visit no-shows: Appointment no-shows may be subject to a \$50.00 fee, where permitted by applicable regulations. Repeated offenses may result in dismissal of care.
- Procedure no-shows: Procedure no-shows may be subject to a fee of \$100.00, where permitted by applicable regulations. Repeated offenses may result in dismissal of care.

Repeated missed appointments disrupt patient care and limit access for others.

- Established patients who accumulate three no-shows or late cancellations within a three-year period may be subject to additional administrative action, including dismissal of care.
- Unestablished patients who accumulate two no-shows or late cancellations may be subject to additional administrative action, including dismissal of care or declination to establish care.

### Practice Dismissal

Failure to comply with this policy may result in dismissal from the practice or refusal to establish care. In the event a patient is discharged due to repeated missed appointments or late cancellations:

- Written notification will be provided.
- Emergency care will be available for up to 30-days from the date of the discharge notice.
- Upon written request, copies of medical records will be provided to the patient or transferred to another healthcare provider to support continuity of care.

### Exceptions

We understand that unforeseen circumstances may occur. Exceptions may be considered at the practice's discretion in cases of documented emergencies or extraordinary situations.