

No Show, Late, & Cancellation Policy

Clinic Setting

Our mission at GAP is to provide comprehensive, state of the art, patient-centered care in gastroenterology and hepatology in a compassionate, timely, and cost-effective manner.

In order to fulfill this mission, it is important for patients to keep appointments with their GAP provider. If changes to an appointment are necessary, please communicate these changes in a timely manner so we are able to utilize the cancelled appointment time for other patients in need of medical care.

Definition of No Show

“No Show” is defined by GAP as any scheduled appointment in which the patient:

- Does not arrive to an appointment
- Arrives more than 15 minutes late and is unable to be seen
- Cancels less than 24 hours in advance of an appointment

General Guidelines

- Patient should confirm appointments via MyChart or other appointment reminders
- Patients who need to cancel an appointment are expected to contact the practice 24 hours or more in advance of the scheduled appointment-- Notifying the practice in advance allows the appointment to be utilized by another patient in need of care
- Patients should arrive 15 minutes prior to a clinic appointment to allow time for check-in

Impact of No Show

- Appointments are unable to be utilized for other patients in need of medical care
- Patients who accrue 3 or more no show appointments as defined by GAP, within a 12-month period are subject to practice dismissal
- If you are dismissed by the practice, your remaining routine appointments will be cancelled
- Only emergency care will be offered by GAP within the first 30 days of dismissal

Thank you for working with us to ensure all patients have access to the care they need!