



Cancellation Policy

- We make reminder calls 24-48 hours before all appointments.
- It is the parent's responsibility to keep appointments for his or her child. We understand there are occasional circumstances that might keep you from the appointment. When this happens, **we request at least 24 hours advance notice.**
- **It is our policy to charge the patient/the patient's family if the 24-hour cancellation notice is not given.** Your insurance company may not pay for the cancellation fee, and in that case, the family will be financially responsible for the cancellation fee.
- **We may dismiss a patient from the practice who cancels more than two appointments without cancellation notice.** Cancellations without notice are extremely unfair to other patients that are waiting for timely appointments. A missed appointment means another patient is waiting up to several days before being seen.
- **A legal guardian must attend all appointments unless a previous written arrangement has been made in writing.** We will not accept the guardian on a cell phone as the guardian being present. Older siblings, babysitters are not legal guardians.
- **Parents who attend an appointment without a patient will be charged a missed appointment fee.** Pediatric Gastroenterology Associates has no obligation to honor an appointment if the patient is not present.