

CANCELLATION & ON-SITE DRIVER POLICY

Please be on time for your procedure. **You must arrive 30 minutes before your procedure appointment time.** This allows us time to get you registered and prepare you for your procedure.

DISCLAIMER: *If your procedure is scheduled at Northeast Georgia Medical Center, or Habersham Medical Center please be aware of the arrival time provided to you by the Care Coordinators. Each of these entities arrival time varies from our Endoscopy Centers.*

If you are more than 10 minutes late from the time you are asked to arrive, your procedure could be delayed and possibly moved to the end of the physician's schedule.

Please be aware that each patient has a scheduled appointment time. We try to be mindful of your time and we allow the same amount of time for each patient. **Our physicians will take the amount of time needed for each patient for a thorough exam.** This can sometimes be longer than the allotted time and in some cases shorter. We apologize for this inconvenience.

If you should need to cancel your procedure for any reason, kindly **give a 48 hour notice.** You may be charged a **No-Show fee of \$100 for failure to keep your appointment.** Should you need to cancel your procedure, please contact your Care Coordinators at 678-696-8966. Please leave a message if you are calling after hours.

ON-SITE DRIVER POLICY

Please be aware, you **must** have someone (family/friend) to stay at the facility while you are having your procedure and to drive you home.

We cannot proceed with your procedure if you do not have a driver on-site. If you attempt to drive yourself home, it is the duty of to physician and/or staff to call 9-1-1 immediately to report an impaired driver.

Prior to discharge, you will receive information for post-procedural care. This information includes, but is not limited to, how to contact your physician in the event of an emergency and a verbal summary of the procedure. You may be drowsy and not remember what your doctor tells you. **So, please make sure you bring someone whom you would like to witness these instructions and be able to provide direction to you once you are at home.**

While we acknowledge the inconvenience of having to have someone present in the waiting room for the entire procedure, it is the standard of care to have someone to act in the best interest of a patient who is to receive sedation. **This policy is enacted in the best interest of our patients' safety.**