

No Show and Cancellation Policy

We are committed to providing high-quality care to all our patients. To ensure timely access to care, it is important that scheduled appointments are kept or canceled in advance so that we may offer those time slots to other patients in need.

Clinic No-Show and Cancellation Policy

Definition of a No-Show

A **no-show** is defined as:

- Not attending a scheduled clinic appointment without prior notice, **or**
- Canceling the appointment on the **same day** as the scheduled visit

No-Show Consequences

- **Second No-Show (or more):** You may be subject to dismissal from Gastroenterology of the Rockies due to repeated missed appointments.
- \$50 No-Show Fee

Cancellation Notice Requirements

- Office Visit Cancellations must be made **three** business days prior to your appointment.
- **Failure to provide the required advance notice will result in a \$50.00 cancellation fee**

Endoscopy No-Show and Cancellation Policy

Definition of a No-Show

A **no-show** is defined as:

- Not attending a scheduled endoscopy appointment without prior notice, **or**
- Canceling the appointment within **one** business day of the scheduled endoscopy appointment

No-Show Consequences

- **Second No-Show (or more):** You may be subject to dismissal from Gastroenterology of the Rockies due to repeated missed appointments.
- \$150 Total No-Show Fee

Cancellation Notice Requirements

- Procedure cancellations must be made **five** business days prior to your appointment
- **Failure to provide the required advance notice will result in a \$150.00 cancellation fee**

As a courtesy, we make every effort to remind our patients of their upcoming office visits or procedures before the appointment date. It is your responsibility to provide us with the appropriate advance notice if you need to cancel an office visit or procedure. Cancellations can be made at ANY time by calling 303-604-5000. Thank you for your cooperation in helping us to provide high quality and efficient care to all our patients.

