



## Nursing Service Guidelines for the Endoscopy Department

- Title:** PATIENT NO SHOW AND CANCELLATION GUIDELINES
- Responsibility:** Medical Director, Nursing Director, Endoscopy Nursing Staff
- Purpose of Guidelines:** No show and late cancellations create multiple challenges, but most importantly, it compromises our ability to provide care for our patients who need to be seen in a timely manner.

**Procedure:**

1. Patients who are not able to keep their appointment are asked to cancel at least 24 hours before their scheduled procedure start time.
2. Any patient who does not show, arrives more than 15 minutes past their assigned arrival time or does not cancel at least 24 hours before a scheduled procedure will be considered a no show for that appointment.
3. If a patient does not show or does not cancel at least 24 hours before a scheduled procedure for two consecutive appointments he/she may be discharged from the practice and/or prevented from rescheduling a third time due to “non-compliance”.
4. The decision to discharge a patient is at the discretion of the treating physician and should be documented in Athena.
5. A reminder call will be attempted by nursing staff two days before the procedure is scheduled to allow time for the patient to obtain prep and begin bowel preparation in the event they forgot.

\*\*Exception: last minute cancellations from patients who complete bowel prep and experience incomplete stool evacuation from bowels.

Reviewed by: Toni Woodley, BSN, RN, Nursing Director, Endoscopy Department, 12/18, 6/2022  
Approved: Dr. Ali Nawras  
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