



Your Procedure Appointment

Phone: (336) 448-2427*

Fax: (336) 714-3565

*Also used for after hours emergencies

WELCOME!

Thank you for choosing Gastroenterology Associates of the Piedmont, P.A., where each of our physicians maintain board certifications in gastroenterology to perform endoscopic procedures.

PAPERWORK:

If you haven't already, please review the attached documents, sign where necessary, and return to GAP along with a copy of both sides of your insurance card(s). This can be faxed to (336) 765-2869 or mailed to or dropped off at any of GAP's locations.

This step eliminates unnecessary wait time during check-in and enables us to complete the necessary prior-authorization requirements to ensure the maximum payable benefit from your insurance.

APPOINTMENT TIME:

Your arrival time is 45 minutes prior to your appointment time. This allows us to complete the check-in process, review your health history with our staff, and undergo an evaluation for anesthesia prior to your procedure. Please be aware that we may contact you in the days leading up to your procedure, as your arrival time may be subject to change.

CANCELLATION POLICY:

We require a notice of three business days if there is a need for change or cancellation of your procedure. **No-shows or cancellations within 3 business days of the appointment may result in a fee or termination from the practice.**

TRANSPORTATION POLICY:

For your safety, it is our policy that a patient scheduled for a procedure with sedation will have an adult (age 18+) available to accompany them home. We require that the accompanying adult arrive with you to your appointment and agree to drive you home afterwards.

If after scheduling you are unable to secure an adult to accompany you, you are responsible for rescheduling the procedure for a time that you are able to comply with this policy.

Please note that:

- It is your decision as to whether your procedure results will be shared with your driver.
- You may not drive for 8 hours after receiving sedation.
- Taking a taxi, bus, or other ride service (e.g. Uber) is not an acceptable form of transportation unless you are accompanied by an adult acquaintance who will ensure you arrive home safely.

BILLING

If we anticipate that you will incur out-of-pocket costs for your procedure, you will receive an estimate via MyChart or mail approximately one week prior to the appointment. Please contact our billing department at (336) 714-1262 if you have questions, to make a payment, or to set up a payment plan.

OTHER QUESTIONS?

Feel free to give us a call at (336) 448-2427 if you have health concerns or questions about your appointment. If you have been assigned a patient advisor to assist with your prep, they can be reached at (800) 349-0285.