



ATTENTION PATIENTS:

GIMEDRI has a goal to provide each patient with the care they need.

However, due to the physician shortage in Rhode Island, and the number of patients in need of medical care – every appointment slot has become integral to meeting our goal.

Starting 10/03/2022 - GIMEDRI may cancel unconfirmed appointments to meet the healthcare needs of our community.

We make a generous number of attempts to confirm our office appointments:

1. A text (SMS) notification will be sent when your appointment is created
2. First text (SMS) reminder to confirm is sent SIX (6) days ahead of the appointment
3. Second text (SMS) reminder is sent THREE (3) days before your appointment if you do not respond to the initial attempt
4. Our office staff reaches out a MINIMUM of two (2) days prior to appointments to confirm them verbally

Additionally, when a procedure is scheduled:

1. You will receive a set of instruction sheets with the appointment date and time on it either in person or in the mail
2. You will receive a confirmation call a MINIMUM of three (3) days ahead of time to confirm the appointment, and that you have your necessary prep and instructions

IF WE DO NOT RECEIVE A RETURNED CALL FROM YOU TWO (2) BUSINESS DAYS BEFORE THE PROCEDURE OR OFFICE VISIT, THIS IS CONSIDERED AN UNCONFIRMED APPOINTMENT, AND THE SPOTS WILL BECOME AVAILABLE FOR OTHER PATIENTS.

Please ensure you have provided us with the best number possible to reach you. You can update your information with our receptionists at check-in, or anytime on your patient portal.

If you know you will not be able to keep your appointment, please call the office, or message us over your patient portal to reschedule.

As a reminder the charge for a **No Show** of a confirmed office appointment is \$25, and \$100 for a procedure.

Because of federal regulations, we cannot charge or collect a broken appointment fee from Medicaid or Managed Medicaid patients.

Continued no shows and noncompliance will result in being discharged from the practice. We understand that certain situations may arise that prevent you from keeping your appointments that are beyond your control. These situations will be reviewed on a case-by-case basis.