

## Procedure & Ride Policy

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You have been scheduled for a procedure in the Gastroenterology Endoscopy Center. Please read the following information carefully as a reinforcement of key points we feel are important and necessary for you to have a successful encounter. Understand that failure to adhere to any of these standards could cause a delay, repeat or cancellation and rescheduling of your appointment.

- **Please read the procedure instructions and prep information in advance.** This will give staff ample time to return calls, should you need assistance. When calling, please leave messages in the voicemail line appropriate for your need. Each line is dedicated to a specific area of need and questions left on other lines may cause a delay in response. All lines are checked several times daily, with a 24- 48 hour response time.
- **For sedated procedures, please ensure that you have a driver.** Due to the sedation received during a procedure, you will not be legally able to drive for the remainder of that day. It is mandatory that a driver accompany patients who will be sedated to their appointments. Your driver should know the following:
  - Your driver **must present with you at the front desk when you check-in.**
  - Your driver must remain in the facility for the **entire** visit.
  - Because appointments are sometimes cancelled due to unforeseeable reasons, your driver will be asked to remain within the clinic for the first 20 minutes of the appointment before leaving, for food, etc.
  - When leaving the clinic for any reason, your driver will be asked to check-out at the front desk with staff, provide a cell phone number and destination to staff members for documentation. (This is to ensure that you can be contacted in case of an emergency).
  - In general, **sedated** procedure appointments take approximately 2-3 hours total (Counting arrival/check-in time).

**\* Please note clients who show up to the clinic, for a sedated procedure without a driver, cannot be seen for safety reasons. All appointments cancelled on the date scheduled are documented as a NO-SHOW the computer system. This is a default of the system and cannot be altered.**

### Additional Information

- Due to the length of the procedure appointments and the often crowded condition of the waiting area during prime clinic hours, we ask that if at all possible, you **not** bring young children to your appointment. If you cannot find childcare, we ask that you attempt to utilize the Childcare Waiting Center services provided by the hospital. You will need to call them in advance (Roughly a week prior to appointment) to make arrangements; Contact info.: (757) 953-6873, hours or operation: 0600-1615, <http://www.med.navy.mil/sites/nmcp/Patients/CWC/Pages/default.aspx>

**I have read the above instructions and understand** what is expected of for this appointment. I also understand that failure to adhere to the standards outlined in this document, could result a delay, repeat or cancellation and rescheduling of my appointment. If I should have any further questions, I know I can call the Gastroenterology Clinic & Endoscopy Center at (757) 953-2003/4 between the hours of 0800-1600, being sure to leave a message in the appropriate line.

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Patients Signature

\_\_\_\_\_  
Date and Time

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date and Time