

Attendance Policy for the Pre-operative Bariatric Program

Our Center's mission is to help all patients succeed on their bariatric journey. The average bariatric patient's journey is about 5 months from starting the program until date of surgery. You have some control over this. Being on-time for appointments, keeping scheduled appointments and rescheduling appointments with advance notice will all help you achieve your end goal.

- Plan to arrive 15 minutes prior to your scheduled appointment to allow time for parking and registration.
- Checking in more than 10 minutes late for an appointment may result in having to reschedule the appointment.
- Inform us at least 24 hours prior to your scheduled appointment. If you need to cancel or reschedule; you will be logged as a "no show" without proper notification.
- Three no shows will result in dismissal from the program.
- If you should decide that you are no longer committed to the program and would like to withdraw, please notify the Center making them aware of your decision.

We have found over time that patients who are committed to keeping their scheduled appointments are more likely to be successful with their journey to surgery. It is our goal to support this outcome!

To cancel or reschedule an appointment:

Send a MyChart message or call the Center, (585)341-0366

Monday –Friday 8:00 a.m. – 4:30 p.m.

Effective 6/03/2020