



CATEGORY: Human Resources
SUBJECT: **APPOINTMENT CANCELLATION/NO SHOW**
APPROVED BY:
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PURPOSE:

The Aurora-Newmarket Family Health Team is committed to provide excellent medical care to you. In order to do so effectively and efficiently, we have developed an appointment system that sets aside ample time for each appointment.

“No shows” and late cancellations inconvenience those individuals who need to access medical care in a timely manner. In an effort to reduce the number of such occurrences, we have implemented an Appointment Cancellation Policy.

POLICY:

We request that you give our office 24-hours notice in the event you need to reschedule or cancel your appointment.

If you miss an initial appointment, we will contact you to rebook the initial appointment. After two consecutive missed initial appointments, you will be charged a \$75.00 “no-show” fee.

After two consecutive missed follow-up appointments, you will be charged a \$75.00 “no-show” fee.

If you are late for an appointment, you will be seen as soon as possible, though the office visit may need to be shortened in length or rescheduled depending on your arrival time.

Our office makes reminder calls for specific appointments, although it is ultimately the patient’s responsibility to remember their scheduled appointments.

This fee will be billed to you directly and is not covered by your insurance. This balance must be paid prior to your next appointment. If you do not have a scheduled appointment, the balance is expected in a timely manner.