

Family Health Team

CATEGORY: Human Resources
SUBJECT: **APPOINTMENT CANCELLATION/NO SHOW**
APPROVED BY:
Executive Director: Mary-Jane Rodgers

POLICY NO.: 2018-022
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PURPOSE:

The Aurora-Newmarket Family Health Team is committed to provide excellent medical care. 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 appointment, we will contact you to rebook the appointment. After two consecutive missed 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 and sends email notifications for appointments. It is ultimately your responsibility to remember the 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.