



PHYSICIANS AND SURGEONS

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September 21, 2022

NOTICE TO PATIENTS – NO SHOW

EFFECTIVE OCTOBER 1, 2022

To provide quality medical care in a timely manner to the communities we serve, a No-Show Policy has been implemented. This policy enables us to better utilize appointments for our patients in need of medical care.

To be respectful of the medical needs of the community, please be courteous and contact our office promptly if you are unable to attend an appointment.

- Appointments can be cancelled or rescheduled by speaking to Reception, leaving a voicemail message, (cancellations only) 403-845-2815, or through the patient portal.
- We request 24hrs notice, so that your appointment may be reallocated.
- No-Show appointments carry a fee of \$50 per appointment ¹
- For appointments booked within the 24hr timeframe, this policy will automatically apply.
- All No-Show fees must be paid before appointment can be rescheduled.
- Please note: Rocky Medical Clinic staff members cannot waive fees.

Consequence of No-Shows

- Missed Meet and Greet will be unable to book with that Physician again.
- 2 No Shows in a 12-month period will be able to have walk-in/same day appointments only until a No-Show fee² of \$50 has been paid.
- Any subsequent No-Shows in a 12-month period will be subject to a \$50 No-Show fee and patient will be able to have walk-in/same day appointments only until a No-Show fee³ has been paid.

¹ CPSA STANDARDS OF PRACTICE: *Charging for Uninsured Professional Services*, Reissued by Council: September 9, 2014
(*Charging for Uninsured Professional Services*) Page 1, Point 1-3

² CPSA STANDARDS OF PRACTICE: *Charging for Uninsured Professional Services*, Reissued by Council: September 9, 2014
(*Charging for Uninsured Professional Services*)

³ CPSA STANDARDS OF PRACTICE: *Charging for Uninsured Professional Services*, Reissued by Council: September 9, 2014
(*Charging for Uninsured Professional Services*)

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