



## **Missed Appointment Policy**

- ❖ There is a charge for missed appointments.
- ❖ At least 24 hours is required to cancel or reschedule an appointment.

At Central KW Family Health, we strive to provide quality care to our patients and to ensure you are able to be seen in an appropriate amount of time. Missed appointments cause undue strain on our booking system.

At Central KW Family Health, there is a charge for missed appointments. The charge is \$35.00 to \$70.00 depending on the type of appointment. A missed appointment includes not showing up to your scheduled appointment or arriving more than 10 minutes late.

If you miss an appointment, you will receive an email or letter with an invoice. You can pay the missed appointment fee by calling the clinic to provide a credit card number, through Patient Serv <https://patients.patientserv.ca/Default.aspx> or in person at your next appointment. If you have concerns about your ability to pay for the charges, please speak to your physician. If you have an ongoing unsettled account, you may not be eligible for further uninsured services until the account is settled. Those uninsured services are listed [here](#).

It is your responsibility to cancel any appointment you do not need. We ask that you call the office at least ONE BUSINESS DAY in advance if you need to cancel or reschedule your appointment. This allows us to make that appointment time slot available for another patient.

We thank you for your consideration in this matter as we strive to provide quality care and remain a central part of your health.

Dr. Andersen Dr. Bednarska Dr. Brewster Dr. Lubitz Dr. Sandouka Dr. Varano