

# Health Services Missed Appointment Policy/Procedure

## December 21, 2020

As of January 4, 2021, Student Health Services is updating its policy regarding charges for missed appointments with physicians.

### Missed Appointment Policy

Any appointment with a Student Health Services physician may be cancelled in advance of the appointment with sufficient notice, in which case no charge will apply. If the appointment is not cancelled before the notice period ends, or the appointment is missed, a missed appointment charge will apply. This policy will be strictly enforced.

Details by type of appointment are as follows:

#### **Appointments with a Family Physician**

If cancelled up to **2 business hours** in advance of the appointment time: no charge applies (eg for an appointment on a Monday at 9:00 am, the appointment must be cancelled by the previous Friday at 2:30 pm)

If cancelled less than 2 business hours in advance of the appointment time, or not attended: missed appointment charge applies.

Charge will vary depending on the time scheduled for the missed appointment as follows.

- For a 10-minute appointment, the charge will be \$20.00.
- For a 15-minute appointment, the charge will be \$30.00.
- For any other appointment length, the charge will be determined based on \$10.00 for each additional 5 minutes.

#### **Consultation Appointments with a Psychiatrist**

If cancelled up to **2 business days** in advance of the appointment time, based on working hours: no charge applies (eg for an appointment on a Monday at 1:00, the appointment must be cancelled by the previous Thursday at 1:00 pm)

If cancelled less than 2 business days prior, or if not attended: missed appointment charge applies.

Charge for late cancellation or missed appointment will be \$195.00

#### **Follow-up Appointments with a Psychiatrist**

If cancelled up to **half a business day** (4 hours or end of previous day, 4:30pm) in advance of the appointment time: no charge applies (eg, for an appointment on a Monday at 1:00, the appointment must be cancelled by the previous Friday at 4:29 pm).

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If cancelled less than half a business day prior, or if not attended: missed appointment charge applies.

Charge will vary depending on appointment length.

- For a 30-minute appointment, the charge will be \$60.00.
- For a 60-minute appointment, the charge will be \$120.00.

### **Expectations of the Student at the Appointment Time**

Given that many appointments with physicians are now being conducted virtually, it is important that students are in a location with sufficient privacy to proceed with the appointment. Please be aware that the physician may be calling you from a blocked or private number and be prepared to answer the call at that time.

### **Extenuating Circumstances**

If there are extenuating circumstances such that it might be reasonable to waive the charges, the student can contact Heidelein Friesen, Manager of Clinical Services, at [hfriesen@uoguelph.ca](mailto:hfriesen@uoguelph.ca), describing the extenuating circumstances that occurred. It is recommended that this be done as close to the missed appointment as possible.

### **Distribution:**

All Student Wellness Services Staff

### **Where Policy is posted**

- SHS website
- Social media notification of policy change
- At main reception area
- Email appointment reminders