

Student Health Services

Appointment Cancellation Policy

April 26, 2022

Appointments are now being conducted both in-person and virtually. After booking your appointment with Student Health Services, you will receive a text and email that confirms the date and time of your appointment. You will also receive a **courtesy email reminder** 24 hours prior to your appointment.

Cancellation Policy

Appointment reminders are sent as a courtesy to your U of G email account at the time of booking. It remains your responsibility to ensure you attend the appointment as scheduled **or cancel it with appropriate notice**. Cancellations will be accepted **without charge if cancelled 2 hours before (if a family physician appointment) or 24 to 48 hours before (if a psychiatrist appointment)**.

Appointments may be cancelled as follows:

- By telephone call or message clearly left at 519 824-4120 extension 52131
- By email to health@uoguelph.ca

If the appointment is not cancelled with appropriate notice or the appointment is missed, the missed appointment fee will apply. If payment is not received directly to Student Health Services by the end of the semester, then the fee(s) will be transferred to Student Financial Services (SFS) where they will appear on your WebAdvisor; payment will then be due to SFS directly. This policy will be strictly adhered to.

Missed Appointment Fees

Appointments with a Family Physician:

- Must be cancelled no later than **2 business hours** before the appointment time (eg for an appointment on a Monday at 9:00 am, the appointment must be cancelled by the previous Friday at 2:30 pm)
- Fee will vary depending on the time scheduled for the appointment:
 - For a 10-minute appointment, the **fee** will be \$20.00
 - For a 15-minute appointment, the **fee** will be \$30.00
 - For any other appointment length, the **fee** will be based on \$5.00 for each additional 5 minutes.

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Consultation Appointments with a Psychiatrist:

- Must be cancelled no later than **48 business** hours before the appointment time (eg for a consultation appointment at 9:00 am on a Monday, the appointment must be cancelled by 9:00 am on the previous Thursday)
- **Fee will be \$195.00**

Follow-up Appointments with a Psychiatrist:

- Must be cancelled no later than **24 business hours** before the appointment time (eg for a follow-up appointment at 9:00 am on a Monday, the appointment must be cancelled by 9:00 am on the previous Friday)
- Fee will vary depending on the appointment length:
 - For a 30-minute appointment, the **fee** will be \$60.00
 - For a 60-minute appointment, the **fee** will be \$120.00

Expectations of the Student at the Appointment Time

For in-person appointments, please arrive 10 minutes prior to appointment time **to allow time to check in.**

For virtual appointment, **please ensure you 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.

Process for Appealing a Missed Appointment Fee

If you would like to request the missed appointment fee be waived due to extenuating circumstances, there is a specific appeal process that must be adhered to:

- **Contact Student Health Services—Billing as soon as possible after the missed appointment to indicate your wish to appeal (telephone 519 824-4120 ext56284) or email shshbill@uoguelph.ca)**
- **Indicate in this message your full name, student ID number, date and time of the missed appointment, and name of the health care provider**
- **You will then be sent an Appeal Application Form to your U of G email account which you are required to return**
- **The Appeal Application Form will be reviewed by the Appeal Committee, whose decision will be final. There is no guarantee that the fee will be waived.**
- **You will have 14 days after receiving notification of the missed fee (which will be sent to your U of G email account) to request an appeal. Requests submitted after the 14 days will not be considered eligible for appeal.**

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Distribution:

All Student Wellness Staff

Where policy is posted

- SHS website
- At main reception area
- Email appointment courtesy reminders (link to policy)