

### Policies and Procedures

<b>Section:</b> Administrative Policy	<b>Policy Number:</b> AP2017-01
<b>Subject:</b> WHMIS 2015 Acknowledgement & Agreement Form	<b>Effective Date:</b> October 10, 2017
<b>Approved by:</b> Executive Director	
Executive Director _____	Date _____

### No Show/Late Cancellation Policy

#### INTENT

To provide the Algoma Nurse Practitioner-Led Clinic (NPLC) policy for managing issues concerning missed, 'no show', or late cancellation of client/patient/provider appointments.

#### PURPOSE

To inform patients of the importance of keeping their appointments or calling to cancel at least 24 hours prior to the appointment time, as well as maintain proper provider activity levels, while providing quality primary care to patients of the clinic. This policy relates to situations where there have been multiple missed appointments or late cancellations of appointments and outlines the specific measures and actions required of such patients to remedy the situation.

#### PROCEDURES

**First Missed Appointment** – If an appointment is missed without giving 24 hours' notice and without a reasonable explanation, you will be reminded of the no show policy and may be requested to review a copy of the policy given to you at the time of registration.

**Second Missed Appointment** – If an appointment is missed for a second time (with any provider) without giving 24 hours' notice and without reasonable explanation, you will be mailed a letter reminding you of our clinic no show policy and warning you that if another appointment is missed without meeting the clinic expectations on cancelling an appointment you may be charged a no show fee.

**Third Missed Appointment** – If an appointment is missed for a third time (with any provider) without giving 24 hours' notice and without a reasonable explanation, you will be asked to have a meeting with the Executive Director to review missed appointment history and to discuss the possible fee associated with missing appointments in the future.

**Fourth Missed Appointment** – If an appointment is missed for the fourth time (with any provider) without giving 24 hours' notice and without a reasonable explanation, you will be charged a \$20 no show fee. You will not be able to schedule an appointment with any provider until this fee is settled. Episodic appointments for emergencies may be scheduled on a case-by-case basis. Any other appointments will require the fee to be paid in advance of scheduling the appointment.