



MISSED APPOINTMENT POLICY

The *LifeSource*TM health and medical professionals are a conscientious, compassionate and energetic team of caring healthcare specialists, each possessing an innate talent and highly developed skill sets, together with the valued qualities of a natural leader: genuineness, intelligence, integrity, and a resolute desire for helping others.

When you book an appointment, we make ourselves available to service the healthcare needs you booked the appointment for.

When you miss an appointment without giving us prior notice, other patients who may have wanted that appointment, at that time, are inconvenienced because we were not able to accommodate their desired schedule. That hurts all of us.

Therefore, *effective January 1, 2017*, we are introducing the following Policy:

To cancel a medical appointment, please call 613-828-3122. For any other appointment cancellation, please call 613-828-6443.

Alternatively, appointments may be cancelled by emailing cancellations@lifesourcehc.com if unable to contact by phone.

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If you are unable to keep your appointment for any reason, call us ***at least 24 hours before*** the appointment time, and we will cancel or rebook your appointment at no charge.

You may cancel your appointment by calling (613) 828-3122. Phones are answered Monday - Friday from 8:30am - 12:00pm and 1:00pm – 4:00pm.

If you are unable to get through the phone line due to higher than usual call volume, please call again. Inclement weather or difficulty getting through on the phone line are not reasonable excuses for missing a booked appointment.

CHARGES FOR NOT CANCELLING:

- \$200.00 if you fail to cancel a pediatric consult within 24 hours;
- \$75.00 if you fail to cancel a physical appointment within 24 hours;
- \$50.00 if you fail to cancel a follow-up appointment within 24 hours.

** Failure to pay the "no show" fee within 10 days may result in you being discharged from the clinic. Work with us to make this a welcoming centre for all our patients. Thank you.*