

FOOTHILLS FAMILY MEDICAL CENTRE CANCELLATION POLICY

The physicians and staff of the Foothills Family Medical Centre constantly strive to provide the utmost in patient care; therefore we manage emergency scheduling to accommodate our patient's needs.

Our patients choose a time and date for their appointment in advance. We appreciate that you honour this in a responsible fashion by keeping your appointment and arriving in a timely manner. With reasonable notice we are very happy to reschedule your appointment.

There is a big demand for appointments on short notice, as a result we require 24 hours notice to reschedule an appointment. When patients do not provide adequate notice to cancel an appointment, it is time taken from other patients who may be suffering with an immediate requirement.

If you are unable to provide the proper notice to cancel or reschedule an appointment, a fee will be charged to you. Payment will be required prior to rescheduling another appointment. Failure to adhere to this policy will result in termination of services at the clinic.

We appreciate that most of our loyal patients do not cancel with little notice. We recognize also that on rare occasion family emergencies arise and acknowledge that some situations are unavoidable. These short notice cancellations will be assessed on an individual basis, where no penalty will be charged.

Thank you for you cooperation and understanding.

Signature

Date