

## **Cancellation Policy**

Our goal is to provide quality medical care in a timely manner, in order to do so we have had to implement a cancellation policy. The policy enables us to better utilize available appointments for our patients in need of infertility care.

### **Cancellation or Rescheduling of an Appointment**

In order to be respectful of the medical needs of the community, please be courteous and contact our office promptly if you are unable to attend an appointment. We require a minimum of 48 business hours notice so that your appointment can be reallocated to someone else. Please keep in mind our phone number is 604-422-7276 and the phones are on between 8:00am to 4:30pm during the weekdays. On the weekend and statutory holidays our phones are on between 7:00am to 2:30pm. If you need to leave a voice message please make sure it's left on our main reception's mail box extension # 100. Messages left at any other extension may not be heard in time.

### **Late Cancellation and No Show Fee**

Our late cancellation/no show fee is \$200 for initial consults and \$50 for follow-up appointments.

***Late cancellations under 48 hours will be considered as a "no show".***

A "no show" is someone who misses an appointment without cancelling 48 hours in advance or who fails to present at the time of a scheduled appointment. Both of these will be recorded in the patients' chart as a "no show".

Patients will not be allowed to re-schedule their appointment until the cancellation fee is collected over the phone. We can accept Visa or MasterCard by phone or the patient can pay cash or debit in person at our main office in Burnaby.