

Cancellation/No-Show Policy

Our goal is to provide quality medical care in a timely manner. In order to do so we implemented a cancellation policy in June 2018. The policy enables us to better utilize available appointments for our patients in need of infertility care.

Cancellation or Rescheduling 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.
- Call the clinic at (780) 990-4442. The phones are on between 8:00 a.m. to 4:30 p.m. during the weekdays. On the weekend and statutory holidays our phones are on between 7:00 a.m. to 10:00 a.m.
- If you need to leave a voice message please make sure it is left on our main reception's mail box extension #300. Messages left at any other extension may not be heard in time.

Late Cancellation and No-Show Fees

Our late cancellation/no show fee is \$225 for initial consults and \$50 for follow-up appointments.

Late cancellations under 48 hours will be considered 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.

Patients will not be allowed to re-schedule their appointment until the cancellation fee is collected.

We accept Visa or MasterCard by phone or you can pay cash or debit in person at our Edmonton office.