

ADM19

MISSED APPOINTMENT POLICY

Procedure

Appointments that are not cancelled by 12 pm (noon) one (1) business day prior to the scheduled appointment (or by 12 pm on Saturday for appointments taking place the following Monday) will be subject to fees. The fees vary depending on the type of appointment that was missed. The most up to date list of fees can be found online at: <https://www2.uottawa.ca/campus-life/health-wellness/student-health-wellness-centre/fees-not-covered>.

There is no charge for rescheduling or cancelling an appointment if we are notified more than 24 hours in advance. Fees may be waived due to family or health emergencies at the discretion of the physician.

Considerations: The SHWC reception staff will take into consideration the student's circumstances to determine if the reason is valid and if the no show needs to be documented.

A maximum of one documented missed appointment is permitted before a charge is applied. The second missed appointment will be charge.

To mark of change appointments in EMR/CHR:

Cancelled: If student cancels appointment before the window of 24 hours, reception staff will mark appointment 'cancelled' by student. Student will not be charged. Username will be entered into the appointment automatically.

No-Show: If student cancels or reschedules appointment within the window of 24 hours before or on day of appointment, reception staff will add comment under admin notes as follow; Missed appointment #1..., mark appointment 'fail to show'. Student may be charged the applicable missed appointment fee. Student should be advised of the no show policy by message through the CHR (use the no-show template).

Document history

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