

 <p>FORT FRANCES PHYSICIANS GROUP</p>	PATIENT NO-SHOW & CANCELLATION POLICY
Policy Updated: March 2023	Approved By: Director Resolution
Policy Reviewed: March 2023	
Policy Number: 2023-03-002	

Purpose

This policy establishes how Keffer Medicine Professional Corporation (o/a Fort Frances Physicians Group, FFPG) will handle **all** appointments missed by a patient without a cancellation or rescheduling. To better serve our patients and ensure the efficiency of operations within the clinic, the Patient No-Show & Cancellation Policy is as follows:

Family Physician:

- **1st** missed regular appointment; **advisory letter** will be sent from the Physician with whom the appointment was booked.
- **2nd** missed regular appointment; **a bill** will be sent to the patient in the amount of **\$39.55**.

Surgeon:

- **Any** appointments missed with the Surgeon will be **billed immediately** with no advisory letter sent beforehand in the amount of **\$39.55**.

Maximum No-Shows/Cancellations

As per the College of Physicians and Surgeons of Ontario policy, Physicians have the right to end the physician-patient relationship “*where a patient frequently misses appointments without appropriate cause or notice*”. Please know, the Physicians **may de-roster/no longer see** any patient who has had more than **three (3) consecutive** no-shows/cancellations.

Patient Responsibility

Depending on how an appointment has been booked (ie. In-person) a patient may receive a blue-slip outlining the date and time of their appointment. Apart from this reminder, most often patients will **not** be notified or reminded of their upcoming appointments and therefore, are encouraged to find a way to ensure the appointment date is not overlooked. Please note, as some Physicians transition to an online booking platform, patients with an email address on file will receive a reminder via email for **all** scheduled appointments.

Clinic Responsibility

The Physicians at FFPG ensure a selected number of appointments are available in order to provide the highest quality of care to their rostered patients. Without notice of cancellation, the Physicians are left with empty appointment slots that could've been used for another patient in need.

Please know, we understand that life is unpredictable and emergency situations do occur. In such an event, each arising situation will be viewed on a case by case basis and a decision determined based on that.