

Late Cancellation & Missed Appointment Policy

Effective Date: March 1, 2026

Purpose

This policy is intended to ensure fair access to care, responsible scheduling, and transparency regarding fees associated with late cancellations and missed appointments, in accordance with the standards and expectations of Ontario regulated health professions.

Scope

This policy applies to all patients and clients receiving services at our clinic, including but not limited to:

- Physiotherapy
- Chiropractic Care
- Massage Therapy
- Concussion Management
- Pelvic Physiotherapy
- Vestibular Rehabilitation
- Traditional Chinese Medicine & Acupuncture
- Personal Training

Appointment Cancellations & Changes

- We require notice before 3:00pm on the business day prior to your scheduled appointment, to cancel or reschedule an appointment.
- For Monday appointments, notice must be provided by 3:00pm on the preceding Friday.
- Cancellations or rescheduling requests must be made during clinic hours by calling our main phone line (289-362-3600) - or - our approved online booking system, known as *Jane*.

Definitions

Late Cancellations

- A late cancellation is defined as cancelling or rescheduling after 3:00pm on the business day prior to the scheduled appointment.
- Late cancellations may result in a fee of 50% of the scheduled appointment fee, at the standard clinic rate. This also applies to individuals receiving care through an approved MVA or WSIB claim.
 - Patients receiving physiotherapy through the Bundled Care OHIP program may be billed a \$25.00 fee per late cancellation.

Missed Appointments (No-Shows)

- A missed appointment (no-show) occurs when a patient / client does not attend their scheduled appointment and has not provided notice.
- Missed appointments may result in a charge of 50% of the scheduled appointment fee, at the standard clinic rate. This also applies to individuals receiving care through an approved MVA or WSIB claim.
 - Patients receiving physiotherapy through the Bundled Care OHIP program may be billed a \$25.00 fee per missed appointment.

Fee Rationale

Late cancellation and no-show fees are not fees for health care services. They are administrative fees intended to compensate for reserved time that could not be offered to another individual.

Exceptions & Consideration of Circumstances

We recognize that unexpected emergencies may occur. Fees may be waived or reduced at the clinic's discretion in cases such as:

- Sudden illness or injury
- Family emergencies
- Extreme weather or circumstances beyond the patient's / client's control

Decisions regarding fee waivers are made on a case-by-case basis.

Repeated Late Cancellations or No-Shows

Patients and clients with repeated late cancellations or missed appointments may be required to: prepay for future appointments, or maintain appointments on a same-day booking basis only

Insurance & Third-Party Payors

Late cancellation and missed appointment fees are not billable to insurance providers and are the patient's / client's responsibility.

Payment & Outstanding Balances

Outstanding late cancellation or no-show fees must be paid prior to or at the next appointment. The clinic reserves the right to decline future bookings until outstanding fees are resolved.

Patient / Client Acknowledgement

Patients and clients will be informed of this policy:

- At the time of booking
- Through clinic signage and/or the clinic online booking website
- Upon intake, where acknowledgment may be documented

By booking an appointment with our clinic, individuals acknowledge and agree to the terms of this policy.

Detailed Explanation: Late Cancellation Exceptions & Consideration of Circumstances

We recognize that situations may arise that are outside a patient's or client's control. Late cancellation or missed appointment fees may be waived or reduced at the clinic's discretion, taking into account the specific circumstances, including but not limited to:

Health-Related Circumstances

- Sudden illness, injury, or medical emergency affecting the patient / client
- Acute flare-up of symptoms that makes attendance unsafe or unreasonable
- Illness or medical emergency of a dependent (e.g., child or elderly family member)

Family & Personal Emergencies

- Death, serious illness, or hospitalization of an immediate family member
- Urgent caregiving responsibilities that arise unexpectedly

Weather, Travel & External Events

- Severe weather conditions (e.g., snowstorms, freezing rain, flooding) that significantly impact travel safety
- Major traffic incidents, road closures, or public transit disruptions beyond the patient's / client's control
- Widespread power outages or telecommunications failures

Administrative or System-Related Issues

- Documented clinic scheduling or communication errors
- Technical issues with the clinic's online booking or cancellation systems

Good-Faith & Equity Considerations

- First-time late cancellation or no-show
- Demonstrated history of consistent attendance
- Situations where enforcing the fee would be unreasonable or inequitable

All decisions regarding fee waivers or reductions are made on a case-by-case basis, applied fairly and consistently, and documented where appropriate.

Review & Updates

This policy is reviewed periodically to ensure ongoing compliance with applicable regulatory colleges and professional standards. This policy is intended for administrative transparency and does not replace clinical judgment or professional obligations under Ontario law.