

## Crawford Specialist Centre Late and Missed Appointment Policy

At Crawford Ear Clinic, we wish to provide you with the best care possible. When we schedule an appointment, a specific amount of time is reserved especially for you. If you are late, it decreases our ability to provide you with quality care.

### **If you're late:**

Our appointment slots are every 15 minutes. If you arrive **more than 5 minutes late** for your appointment, you may be rescheduled in order to meet the needs of those who are on time. One or two late patients can cause the entire daily schedule to fall behind.

### **No shows and late arrivals:**

Please call ahead if you are running late. We will do our best to accommodate you. However, we will probably have to reschedule your appointment if you will be more than 5 minutes late.

Patients who arrive on time will be seen ahead of those who arrive late. We may also have to shorten appointments for those who arrive late. This will be discussed prior to the appointment.

If you need to cancel or reschedule your appointment, please provide us with **at least 24 hours' notice** to avoid being charged. No shows and late cancellations place a significant financial burden on our small business and limit access for other patients.

**Missed appointments create a hardship for everyone. Our Nurse Specialist's schedules are full, and in high demand. If you miss your appointment, you may have to wait a long time to get back in. Please do not miss your appointment.**

### **Policy violations:**

We will take the following action if you do not show up for an appointment or cancel an appointment without giving us 24 hours' notice:

1st occurrence – No charge, we will call you to reschedule

2nd occurrence – Charge of \$40, unless there is unforeseen reason.

3rd occurrence – Charge as above, and a warning per policy reminder.

### **If we're late:**

Sometimes a patient requires additional attention. This can cause the specialist to run late for the rest of the day. We will do our very best to notify you when this happens. We hope we can make you as comfortable as possible while you wait. You may also prepare for the wait by bringing a book to read or something you enjoy doing to your appointment. Free Wi-Fi is available.

**Thank you for understanding the value of our cancellation policy so we can provide the best service to all our patients. Challenges to good health care are presented every day. We want to meet those challenges head on, but with as much concern for your time and care as we can.**

**We welcome your comments on the patient survey available at every visit.**