

GUIDELINE

Title: Late Arrival, Cancellation, and No Show
Department: Student Health & Wellness (SH&W)

OVERVIEW / PURPOSE

It is your responsibility to ensure that you attend your scheduled appointments in Student Health & Wellness. Cancellations will be accepted without penalty up to 24 hours before your appointment. Individuals who provide less than 24 hours' notice of a cancellation or who miss an appointment (no show) receive a flag on their record and may be subject to a \$30.00 fee as per the Uninsured Fee Guide located [here](#). Appointment reminders are emailed to your Conestoga College email address 48 hours in advance of your appointment as a courtesy; however, you are responsible for your appointment from the time of booking.

SCOPE

This guideline applies to all SH&W clients and staff.

RESPONSIBILITIES

- SH&W staff are responsible for the effective implementation and communication of this guideline.
- SH&W clients are responsible for following the guideline and asking any questions they may have.

DEFINITIONS

Clients: any student registered (appointment scheduled) with SH&W.

Fee: charge/cost associated with missing a scheduled appointment in the SH&W without providing 24 hours notice.

Late Arrival: arriving 10 minutes after the start of a scheduled appointment.

Late Cancellation: providing less than 24 hours' notice to cancel a scheduled appointment.

No Show: Not attending a scheduled appointment without providing notice.

SH&W: Student Health & Wellness (Medical Care, Counselling, Peer Support).

Staff: any person who works in SH&W ranging from, but not limited to - Physicians, Nurses, Counsellors, Peer Navigators, Support Staff, Managers, Directors, Volunteers, Co-op/work study/placements.

PROCEDURE

Late arrival

Our providers' schedules are often full, and an allotted amount of time is provided for each scheduled appointment. It is important that you are ready and available to meet with the provider at the scheduled time. If you are 10 minutes late for your appointment, the appointment will be considered a no show and you may be asked to reschedule.

Late Cancellation

If the appointment is not cancelled before the notice period ends (24 hours before), a flag will be added to your client record. After three flags within a term, you must meet with the Manager, Customer Care & Operations of Student Health & Wellness prior to additional appointments being scheduled.

No show

If you are a no show to your appointment, a flag will be added to your client record. After three flags within a term, you must meet with the Manager, Customer Care & Operations of Student Health & Wellness prior to additional appointments being scheduled.

Note: Flags are grouped together. Example, if you No Show to one appointment and do not provide 24 hours' notice cancelling another, that is two flags on your record.

This guideline will be strictly enforced.

CONTACT INFORMATION

Student Health & Wellness direct phone number	519-748-5220 ext. 3679
Medical Care Clinic email	medicalcare@conestogac.on.ca
Counselling & Peer support email	counselling@conestogac.on.ca
Manager, Customer Care & Operations	mywellness@conestogac.on.ca
Appointment with Medical Care Clinic Nurse for WIL requirements email	medicalapptforwil@conestogac.on.ca

SUPPORTING DOCUMENTS

- Uninsured Fee Guide
- Late Arrival, Cancellation, and No Show Procedure (Internal Staff)

REVISION LOG

Date	Version	Author	Change Details
2020-09-23	1.0	McColl, Patty	Draft
2021-07-16	1.1	Rand, Chelsea	Draft – template layout, separation of policy/procedure for client/staff
2021-08-31	1.2	Rand, Chelsea	Finalized details; saved as .pdf; submitted for website publication