

# Bluebird Medical Centre

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## CANCELLATION AND NO-SHOW POLICY

As of July 2023 Bluebird Medical Centre has updated their Appointment Cancellation Policy. A cancellation made with less than a 24-hour notice significantly limits our ability to make the appointment available for another patient in need.

To remain consistent with our mission, we have instituted the following policy:

1. Please provide our office a 24-hour notice in the event that you need to reschedule your appointment. This will allow us the opportunity to provide care to another patient. A message can always be left with the answering service to avoid a cancellation fee being charged.
2. A **“No-Show”, “No-Call” or missed appointment**, without proper 24-hour notification, may be assessed a \$50 fee.
3. This fee is not billable to your insurance.
4. If you are 10 or more minutes late for your appointment, the appointment may be cancelled and rescheduled.
5. As a courtesy, we make reminder calls for in-office appointments, one to two days in advance. Please note, if a reminder call or message is not received, the cancellation policy remains in effect.
6. Repeated missed appointments may result in termination of the physician/patient relationship.

If you have any questions regarding this policy, please let our staff know and we would be happy to clarify and answer any questions you have.

Bluebird Medical Team