

“No-Show” Fee POLICY

DONNYBROOK FAMILY DOCTORS

To ensure we can accommodate all our patients effectively, we have implemented a no-show fee policy.

Definition of No-Show

A “No-Show” is defined as a patient who fails to arrive for a scheduled appointment without providing 2 hours’ notice of cancellation.

No-Show Fee

A fee of \$20 (\$40 if it is a long appointment) will be charged for any missed appointment that does not receive the required notice. This fee will be billed to the patient’s account and must be settled before future appointments can be scheduled.

Exceptions:

We understand that emergencies and unforeseen circumstances can occur. If you have a valid reason for missing your appointment, please contact our reception and we will consider waving the fee on a case-by-case basis.

