



Paradigm Health Group – Cancellation Policy

Due to an increase in last minute cancellations and missed appointments, Paradigm Health Group will now be enforcing a 48-hour Cancellation Policy effective **September 15, 2016**.

Paradigm Health Group now requires 48 hours' notice to cancel ANY appointments (this includes IV & Injection Therapies). Any appointment that is not cancelled within 48 hours of its scheduled time will be considered a "No Show".

The patient will be billed \$50.00 for the missed appointment. *The only exception to this is missed Intravenous Therapy (IV) appointments, in which the fee will be 50% of the missed appointment.* You will not be able to schedule subsequent appointments without paying the missed appointment fee.

If missed appointments become a chronic habit, your ongoing care here at Paradigm Health Group will be re-evaluated.

Paradigm Health Group provides email reminders 48 hours prior to your scheduled appointment. For all new patients, we provide a reminder phone call 2 business days in advance. If we do not have your email on file, please sign our "Email Release of Records" form and we will be sure to add it to your file.

We do understand that sometimes life gets in the way, and that there may be extenuating circumstances from time to time. This will be taken into consideration at our discretion. If you have any questions regarding this policy, please feel free speak to our Reception team at (403) 301-7406, or email us at: info@paradigmhealth.ca

Your cooperation and understanding with our cancellation policy is greatly appreciated, and it will ensure that all our patients get in to see their doctors at the earliest possible times. Thank you for respecting our staff and your fellow patients!

Staff at Paradigm Health Group

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