

Pulmonary Hypertension Clinic – Missed Appointment Policy

Failure to attend scheduled appointments has a significant impact on the care of others. High rates of “no show” and “last minute cancellations” represent a major drain on health care resources, hindering productivity and efficiency. In an attempt to reduce the number of canceled appointments, clinic and hospital administrators have begun implanting various appointment reminder systems, scheduling innovations, and a no-show penalty programs to reduce the number of no-show rates.

In the Pulmonary Hypertension clinic, significant impact to the health of patients can be compromised by waiting for appointments, therefore:

- Patients **who do not call to confirm their appointments, at least 48 hours (2 business days) prior**, will be cancelled by the clinic and another patient will be booked.
- Patients **who do not call to cancel their appointments at least 48 hours (2 business days) prior** to their scheduled appointment and fail to attend their clinic appointment **will be subject to a cancellation fee of \$75.00**

Personal cheques will not be accepted. Credit card or cash payments will be required. These payments will be required prior to any subsequent visit in the clinic (please do not send payment via general mail (Canada Postal Services)).

Thank you for your understanding.

Sincerely,

The Pulmonary Hypertension Clinic

David Florkowski,
Patient Services Manager
VGH Pulmonary Hypertension Clinic

Dr. John Swiston, MD FRCPC
Director,
VGH Pulmonary Hypertension Program

Robert D. Levy, MD, FRCPC
Associate Director,
VGH Pulmonary Hypertension Program

Please sign and date below to indicate you have read, understand, and accept this policy.

Name: _____ (please print)

Signature: _____

Date: _____