

Vision North Cancellation Policy

Our goal is to provide quality health care to all our patients in a timely manner. When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. Last-minute cancellations and no-showing for appointments contribute to extended wait lists.

To help patients remember their appointments, Vision North offers automated patient reminders by way of a physical appointment card, telephone, text or email. It is up to each patient, or the patient's family member, to ensure they keep track of their appointment regardless of an automated appointment reminder.

Appropriate appointment Cancellation

If you need to cancel, please contact our office as soon as you know you will not be able to make your appointment so that we can make the space available to another patient waiting to be seen.

We require that you call at least 24 hours in advance by calling us at 250-615-5002 between the hours of 9:00am to 4:00pm. If necessary, you may leave a voicemail message. We will return your call as soon as possible.

Late Cancellation/No-Shows

A late cancellation is when a patient cancels with less than 24 hours notice. A no-show is when a patient misses an appointment without informing us. There is a \$50 missed appointment fee. Please be aware that while other medical clinics charge upwards of \$150 for missed appointments, we have purposely kept the fee lower to reduce patient burden. You can reschedule your appointment after paying the cancellation fee, as long as your referral is still active.

Exceptions

Exceptions to being charged a no-show fee are limited to:

- Incorrect contact information used by our office to make your initial appointment.
- Severe illness requiring hospitalization that prevented the patient from contacting us.
- Mechanical breakdown on day of appointment in an area with no access to a phone.

Our office is not responsible for contacting patient travel for setting up or confirming transportation.

Fee Review Requests:

If you believe that your fee has been made in error, or that you meet one of the above exceptions, you can submit a letter with the details of your situation. We will review it and respond back.