

Missed/Late Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to medical care. We would like to remind you of our policy regarding missed and late appointments.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call the IFFHT receptionist promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment.

Appointments are in high demand, and your early cancellation will allow other patients access to medical care.

No Show Policy: A “no-show”, is a patient who misses an appointment without cancelling or arrives late for a scheduled appointment. A failure to be present at the time of a scheduled appointment will be recorded as a “no-show”. The patient arriving late will be turned away and required to rebook.

The 1st time there is a “no-show”, it will be recorded in the patient’s chart. After a 2nd occurrence, the patient will receive a letter advising that a 3rd occurrence will result in the patient being discharged from the IFFHT.