

Policy Title: Appointment Confirmations and Cancellations	
Section: Scheduling	Reference No. SC 010
Effective: January 1995	

1. SCOPE

All Breast Screening Centre Staff

2. POLICY

1. To keep “no shows” to a minimum, screening centre staff are responsible for confirming appointments for the following day by telephone.
2. Appointments cancelled by the screening centre will be re-scheduled at the screenee's earliest convenience.
3. Women who fail to show up for their appointments will be contacted for re-scheduling.
4. Women who wish to obtain a mammogram but do not have appointments should be accommodated whenever possible.
5. Clerical staff should confer with the Chief Technologist regarding any unscheduled visits, prior to accommodating the screenee.

3. RELATED POLICIES

4. RESPONSIBLE PARTY

Client Services Manager