

## **NO SHOW AND CANCELLATION POLICY v2**

Student Health Services (SHS) at Western requires at least 24 hours prior notice of cancellation of an appointment (a message can be left on the cancellation line, 519 661 3030, 24 hrs/day). In the case of appointments scheduled the same day or within 24 hours, you will be billed for cancelling. Failure to arrive on time, keep an appointment or to provide adequate notice will result in a fee being charged, depending on the visit type. Failure to pay the charges will lead to the sealing of your academic records and an additional \$40 administrative fee. In most cases, SHS attempts to remind patients of their appointments. Failure of SHS to remind a student of an appointment is not an excuse for a missed appointment.

☒ I understand and agree to the above statement.

## **PRIVACY AND CONFIDENTIALITY**

SHS adheres to all elements of the Privacy of Health Information Protection Act, 2004. We will only collect the information that may be necessary for your care; keep accurate and up to date records; safeguard the medical records in our possession; share information with other health care providers where required for your health care; disclose information to third parties only with your signed, written consent or when legally required; retain and destroy records in accordance with the law. Your request for care from SHS implies consent for our collection, use and disclosure of your personal information for purposes related to your care. As noted above, other purposes require your signed, written consent. You have the right to see and to obtain copies of your records. Your Privacy is important to us.

☒ I understand and agree to the above statement.

## **EMAIL COMMUNICATION**

SHS uses email to communicate with patients with regard to appointment reminders, referral notifications and notifications to contact the clinic. You have the right to decline email communication and the inclusion of your email address in your confidential medical record.

☒ I understand and agree to the above statement.

## **PATIENTS FROM QUEBEC**

Students with Quebec Health Insurance Plan coverage will be billed directly for visits to SHS. Upon receipt of payment from the patient, we will provide you with a signed request for reimbursement form.

☒ I understand and agree to the above statement.

## **MISSING HEALTH INSURANCE BILLING INFORMATION**

If you are seen at SHS and fail to present accurate health insurance billing information, you will be sent an invoice. If you have up to date health insurance, please provide this information to SHS..

☒ I understand and agree to the above statement.

### **THIRD PARTY AND UNINSURED SERVICES**

SHS provides certain services that are billed directly to the patient and paid for at the time of the visit.

Third Party Services: any examination, assessment and/or form completion requested or required by someone other than the patient or physician, eg: medical certificate, employer, insurance company.

Uninsured Services: services considered medically unnecessary by the health insurance plans, eg: certain wart treatments, cosmetic procedures will have a fee attached.

☒ I understand and agree to the above statement.