

## **NO SHOW AND CANCELLATION POLICY v1**

Student Health Services of the University of Western Ontario (SHS) requires at least 24 hours prior notice of cancellation of an appointment (a message can be left on the cancellation line 24 hrs/day). In the case of appointments scheduled within 24 hours, please provide notice of cancellation as soon as possible. Failure to arrive on time, keep an appointment or to provide adequate notice will result in a fee being charged, to a maximum of \$100 per visit. 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.

## **PRIVACY AND CONFIDENTIALITY**

SHS staff members are bound by condition of employment, law and ethics to safeguard your privacy and the confidentiality of your personal information. 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 on a “need to know” basis 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. Please speak to your nurse or physician if you have any concerns about the accuracy of your records. SHS requires patients to provide their student number, address, phone number, date of birth and health insurance number.

## **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.

## **GOVERNING LAW AND JURISDICTION FOR LEGAL ACTION**

**GOVERNING LAW:** I hereby agree that the relationship and the resolution of any and all disputes arising therefrom between myself and any member, past or present, of the staff of SHS shall be governed by and construed in accordance with the laws of the Province of Ontario.

**JURISDICTION:** I hereby acknowledge that the treatment will be performed in the Province of Ontario and that the Courts of the Province of Ontario shall have jurisdiction to entertain any complaint, demand, claim or cause of action, whether based on alleged breach of contract or alleged negligence arising out of the treatment. I hereby agree that if I commence any such legal proceedings they will be only in the Province of Ontario, and hereby irrevocably submit to the exclusive jurisdiction of the Courts of the Province of Ontario.

### **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 that you may forward to the Regie to get reimbursed. (It is our understanding that you will be reimbursed for the total amount you have paid.) We regret having to take this step but feel that we can no longer accept accepting the Regie payments as equivalent to all the other provincial health plans. Failure to pay the charges will lead to the sealing of your academic records.

### **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. Failure to provide accurate information or pay the invoice will lead to the sealing of your academic records.

### **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: employer, insurance company.

**Uninsured Services:** services that are considered medically unnecessary by the health insurance plans, eg: certain wart treatments, cosmetic procedures.

### **WHEN YOU LEAVE THE UNIVERSITY (GRADUATE OR WITHDRAW)**

SHS provides medical and counselling care to **registered** U.W.O. students **only**. Upon graduation or withdrawal from the University, you may continue to use SHS services for a maximum of three months. During this time, you should be actively looking for a new physician. Once you have a new physician, we can forward your medical records to him/her **with your written authorization** to assist in the continuity of care.