

NO SHOW AND CANCELLATION POLICY v3

Health Services (HS) at Western requires at least 24 hours prior notice of cancellation of an appointment (a message can be left on the cancellation line at 519 661-3030, 24 hrs/day). In the case of appointments made 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 administrative fee. In most cases, Health Services attempts to remind patients of their appointments. Failure by Health Services 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

Health Services 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 HS 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

HS 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 revoke 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 HS. Upon receipt of payment from the patient, we will provide you with a signed request for reimbursement.

☒ I understand and agree to the above statement.

MISSING HEALTH INSURANCE BILLING INFORMATION

If you are seen at HS and fail to present accurate health insurance information, you will be sent an invoice. If you have new health information please ensure Health Services is notified.

☒ I understand and agree to the above statement.

THIRD PARTY AND UNINSURED SERVICES

HS provides certain services that are billed directly to the patient/student 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 or insurance company.

UNINSURED SERVICES: those deemed 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.

GOVERNING LAW AND JURISDICTION FOR LEGAL ACTION

I hereby agree that the relationship and the resolution of any and all disputes arising there from between myself and any member, past or present, of the staff of Health Services at Western shall be governed by and construed in accordance with the laws of the Province of Ontario.

I hereby acknowledge that the treatment will 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.

☒ I understand and agree to the above statement.

WHEN YOU LEAVE THE UNIVERSITY

Health Services provides medical and counselling care to registered Western students only. Upon graduation or withdrawal from the University, you may continue to use HS 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 your new provider with your written authorization.

☒ I understand and agree to the above statement.