

CENTRE MEDICAL DE COWANSVILLE

370, rue Rivière, Cowansville, Qc., J2K 1N3 | Téléphone : 450-263-0774

Cancellation or no-keep appointment policy

At the Cowansville Medical Center, there are more than 1,000 missed appointments annually. This represents more than 1000 consultations available but lost to serve other patients registered in our clinic, as well as unregistered patients in our region. Considering the difficulties patients have in accessing family doctors, it seems unacceptable to the population of our region that nearly 1,000 appointments are lost each year. By failing to show up, you are depriving another patient who needs this same appointment!

For any type of appointment with a doctor (walk-in, medical follow-up, annual follow-up or periodic examination), it is important that you respect the time slot for your appointment.

Out of **respect** for the staff and professionals of our clinic who prepare your appointment, but above all out of respect for other patients waiting to see their doctor, it is obligatory to cancel, within a **minimum of 24 hours**, your appointment - you if you cannot attend.

With this in mind and at the discretion of the doctor, the Cowansville Medical Center will apply its policy for absence during an appointment.

A missed or canceled appointment with less than 24 hours notice will incur fees*!

Cancellation less than 24 hours:

- \$30 fee for a consultation (without appointment, medical & annual follow-up or periodic examination)
- \$50 fee for a treatment appointment (1st appointment)

For any cancellation, please notify us as soon as possible by calling **450-263-0774**.

It's a matter of respect and it's your responsibility!

**except in exceptional circumstances, at the discretion of the doctor*