

University Health Centre

No-show/late/late cancellation policy

We understand that you may need to cancel an appointment occasionally. In such circumstances, please contact us no less than 4 hours notice for a same-day appointment, 24 hours for a pre-booked appointment with a family physician, or 48 hours with a specialist.

You may do so by calling 780-492-2612, emailing hws@ualberta.ca, or cancelling through your Ocean appointment booking notification.

If you do not show up for your appointment, are late, or cancel or reschedule under the above mentioned cancellation windows, we will consider that a no-show. **First No-show appointments will be subject to a \$10 fee.** Future missed appointments will be subject to: \$40 for second, \$50 for subsequent. **No-show fees are the patient's sole responsibility** and must be **paid in full before your next appointment.** If the no-show fee might prevent you from receiving necessary care, please contact us.

We know that unexpected situations sometimes arise. In the case of emergencies or extenuating circumstances, we may waive the no-show fee. Waivers are determined on a case-by-case basis at the physician's or UHC Director's discretion.

If our office must cancel your appointment with less than 24 hours notice, you may choose to meet with a different provider (if available) on the same day, to reschedule, or to cancel. In these circumstances, we will not charge you a cancellation fee.

If you have questions about our cancellation policy please call 780-492-2612 or email the billing manager at hws@ualberta.ca.