



SOUTH CITY PHYSIOTHERAPY

Missed Appointment Policy

Effective October 01, 2022

You must provide South City Physiotherapy with 24 hours notice when cancelling an appointment.

If you miss your appointment, or fail to provide the required 24-hour notice, you will be charged a “Did Not Attend” (DNA) fee equivalent to the full value of the appointment¹.

“DNA” fees are not covered by any health insurance plans, and must be paid in full before you book or attend another appointment.

Our therapists almost always have waitlists of clients who would benefit from treatment, but cannot be seen as appointments are not available.

When you miss or cancel your appointment without providing 24-hours notice, we cannot book another client into that time slot.

NOTES:

1. A “DNA” Fee can be waived (at the sole discretion of the clinic) if you have come down with Covid 19 symptoms (or there are other extenuating circumstances) **and** you have advised the clinic of your situation **prior** to your appointment time.

2. Failure to receive or read an appointment reminder is not a valid reason for waiving DNA fees. Appointment reminder emails/texts are provided as a courtesy. It is your responsibility to track and keep your appointments.