



## **Notice for Patients**

### **Integrated Chronic Care and Post-Covid Services**

### **No-Show Policy**

No-Shows affect our ability to provide care in a timely manner. No-Shows are recorded in your chart and can result in discharge from the program.

**IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT** – Please make every effort to cancel your appointment more than 24 hours ahead.

**IF YOU MISS A BOOKED APPOINTMENT** – Contact our clinic at 902-860-3066 within 24 hours of the missed appointment. Please provide the reason for the No-Show” and identify if another appointment is needed. Missed appointments are not automatically rebooked.

**2 No-Shows** will result in a letter notifying the patient of the missed appointments and a warning of this policy.

**3 No-Shows** will result in a letter notifying the patient that they have been discharged from ICCS. A copy of the letter will be sent to their primary care provider to advise them of the reason for the discharge. Patient will require a re-referral to be seen at the clinic in the future.

We understand there can be unavoidable reasons for “No-Shows”, such as weather or family emergencies. These missed appointments will not affect your ability to access service.