

No Show / Same Day Cancellation Policy

Dear Valued Client,

The clinicians and staff of Rosalind Franklin University Health Clinic are committed to providing you with the highest quality care possible. It is the policy of Rosalind Franklin University Health Clinic that appointment cancellations be received by our office 24 hours prior to the scheduled appointment. We certainly understand that obstacles may arise from time to time that can interfere with your ability to keep all scheduled appointments. However, no-show and same-day cancelled appointments can significantly impact the ability of Rosalind Franklin University Health Clinic to provide quality healthcare for all our clients. Therefore, in an effort to continue to provide the highest quality care possible, we will be instituting and enforcing a no show/same-day cancellation policy.

Effective December 2, 2019, Rosalind Franklin University Health Clinic will reserve the right to charge a fee of \$20 for each appointment that is cancelled on the same day and \$30 for each no showed appointment. No show/same-day cancellation fees must be paid prior to future appointments being scheduled or fulfilled.

Clinicians reserve the right to terminate services if more than (2) no shows occur within the same month or (3) total no shows occur over three consecutive months.

If you have any questions or concerns about this change, please feel free to let us know. We would be happy to discuss this with you. We look forward to continuing to work with you.

Sincerely,

Rosalind Franklin University Health Clinic