

## LATE ARRIVAL AND APPOINTMENT CANCELLATION POLICY

Your appointment, healthcare and time is important. In order to keep our clinics running efficiently, and to reduce your waiting time, we have a policy regarding late arrivals and last-minute cancellations. This policy applies to both our telemedicine appointments and our in-person visits.

We currently have a waitlist of patients waiting to see our doctors and nurses; we therefore schedule our doctors and nurses to see many patients daily. In order to ensure that our patients get the care they need our team requires that patients arrive on time for their appointments.

### 24-48 hours notice

#### Follow-up

If you are unable to attend your appointment, please provide us a minimum of 24 hours notice and we will reschedule your appointment free of charge.

#### Initial appointment

If you are unable to attend your appointment, please provide us a minimum of 48 hours notice and we will reschedule your appointment free of charge. This will provide us with the ability to allow someone on the waitlist to receive an appointment in your place.

A missed appointment fee of \$30 will be applied to your file\*. No appointment will be rescheduled unless the fee is paid.

*(\*If the missed appointment was due to unforeseen circumstances, please send us an email explaining the issue and provide any additional information. After review we may be able to waive the fee.)*

#### Telemedicine no-show:

If you do not answer the call from our team within 15 minutes after your scheduled appointment time, Santé Cannabis has the right to cancel the appointment. A missed appointment fee of \$30 will be applied to your file\*. No appointment will be rescheduled unless the fee is paid.

*(\*If the missed call was due to to unforeseen circumstances, please send us an email explaining the issue and provide any additional information. After review we may be able to waive the fee.)*

#### In-person late arrival or no-show:

##### 15 minutes late or less:

If you arrive at our clinic within 15 minutes of your scheduled appointment you will be able to start your appointment with no fees.

##### 15-30 minutes late:

If you arrive after the 15-minute window but before 30 minutes, unfortunately we may be busy seeing other patients. We will accommodate you once our team is available, as we will

prioritize the other scheduled appointments after 15 minutes have passed.

*Over 30 minutes late:*

Unfortunately, after 30 minutes we consider you as a no-show and will no longer be able to accommodate you on the day of your scheduled appointment. A missed appointment fee of \$30 will be applied to your file\*. No appointment will be rescheduled unless the fee is paid.

*(\*If the missed appointment was due to unforeseen circumstances, please send us an email explaining the issue and provide any additional information. After review we may be able to waive the fee.*

Thank you for your understanding.