

LATE ARRIVAL AND APPOINTMENT CANCELLATION POLICY

To ensure that our patients get the care they need, 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 and our in-person appointments.

Our Late Cancellation or Missed Appointment fee for medical cannabis appointments is 30\$ and for psychiatry appointments is 65\$. No appointment will be rescheduled until the fee is paid.

Only under extremely limited circumstances will an exception be made to our Late Cancellation and Missed Appointment Policy. If this applies to you, please send us an email explaining the issue and provide any additional information.

Initial appointment

If you are unable to attend your appointment in-person or virtually, please make sure to provide us with a minimum of 48 hours' notice to allow someone on the waitlist to receive an appointment in your place. If your appointment is missed, or cancelled with less than 48 hours' notice, a fee will be applied to your file.

Follow-up appointment

If you are unable to attend your appointment in-person or virtually, please make sure to provide us with a minimum of 24 hours' notice. If your appointment is missed, or cancelled with less than 24 hours' notice, a fee will be applied to your file.

In-person late arrival

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 less than 30 minutes late, we may be busy seeing other patients, but 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:

After 30 minutes, we consider the appointment missed and will no longer be able to accommodate you on the day of your scheduled appointment. A missed appointment fee will be applied to your file and the appointment will only be rescheduled once the fee is paid.

Telemedicine appointments

If you do not show up for your virtual appointment and if you do not answer a call from our team within 10 minutes after your scheduled appointment time, Santé Cannabis has the right to cancel the appointment. Santé Cannabis clinic personnel will attempt to contact you a second time, 15 minutes after scheduled time. If you do not answer the second phone call, it will be documented in your file and missed appointment fees will apply as they do for in-person missed appointments.

Thank you for your understanding.