



No Show / Late Cancellation Fee Policy

We're glad you have chosen One-Stop Medical Centre to provide you with your health care needs. Our goal is to provide our patients with quality medical care in a timely manner. To reach this goal our clinic strictly enforces no show or late cancellation policy.

Please review below:

1. Our practice requires that in the event you must reschedule or cancel an appointment, you must notify us one business day (24 hours) in advance; by text or email, phone is unacceptable unless you speak with one of our staff members.
2. Cancellation of any appointments must be done by texting 416-431-0736, sending an email to inquiry@onestopmedicalcentre.com, or in person at the clinic. Please include your name, date and time of appointment and phone number.
3. If you book your appointment within 24-hour time frame, the policy is in effect immediately.
4. If you arrive later than halfway through a scheduled appointment this will constitute a missed appointment.
5. Late comers may be required to re-schedule for a later time or another day and appropriate charges for the late or missed appointment will apply.
6. All incurred fees must be cleared before your visit with the doctor. Please note receptionist and staff members cannot waive fees. For any questions or concerns please e-mail management at inquiry@onestopmedicalcentre.com.
7. If you have more than two missed appointments, we may decline to book future appointments and it may result in the termination of the patient-physician relationship.

The fee charged will depend on the type of appointment that you have missed or cancelled with less than 24-hours notice. Please familiarize yourself with the fee schedule below.

Missed Appointment	\$20
Missed Physical/PAP	\$40
Missed Travel Consult	\$30
Missed Specialist Appointment	\$30
Missed Echo Appointment	\$60
Missed ECG Appointment	\$40

I have read the above information that explains the missed appointment and late cancellation fee policy. I understand that at least 24-hour notice is required to avoid these fees. By proceeding with my appointment request, via online booking, text, or email, I agree to this No Show / Late Cancellation Fee Policy.