

January 1, 2016

Charging patients a fee for missed appointments

Independent Health Facilities

This fact sheet provides basic information for health care providers and the public

The Independent Health Facilities Act (IHFA) does not regulate whether an IHF may charge a patient for a missed appointment or procedure.

Although such charges are not specifically regulated, it is the ministry's view that if an IHF charges patients for the cancellation of an appointment or procedure, that:

- The cancellation occurs less than twenty-four (24) hours before the appointment time, and
- The charge should be reasonable.

In addition, the IHF should make every effort to advise patients of the policy in advance. The IHF may choose to:

- Advise the referring physicians.
- Include a notation on the IHF's requisition.
- Post a sign within the IHF.
- Advise patients in any communication prior to the appointment.

For more information:

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