

ARTHRITIS REHABILITATION AND EDUCATION PROGRAM CANCELLATION POLICY



Effective Date:	January 2024	Last Reviewed:	Nov 14, 2023
Approved by:	AREP Leadership Team		

PURPOSE:

As a publicly funded program, the Arthritis Rehabilitation and Education Program's (AREP's) duty is to serve as many people with arthritis as possible across Ontario. While it is understandable that appointment cancellations happen and are sometimes necessary when something unexpected occurs, failure to cancel scheduled appointments, and failure to show up for booked appointments without adequate reason leaves gaps in our clinician's schedules that are too difficult to fill at the last minute. This makes it very challenging to provide the care required for people who need it. A cancellation policy has been put into place to mitigate this issue.

APPLICATION:

This policy applies to all clients with booked one-on-one appointments (virtual or in person) and involves a modest fee for non-compliance with attendance of the pre-scheduled appointment.

POLICY:

Policy Statement Overview

This policy is to deter clients from non-attendance which leaves inadequate notice for our staff to repurpose the schedule with other clients.

Policy Statement

AREP will impose a suitable cancellation fee if clients fail to attend, without adequate reason, their pre-scheduled appointments.

PROCEDURE:

1. Appointment Scheduling

Clients are provided with specific booked appointments for themselves, that are either in-person or virtual. AREP will also provide clients with an automated email reminder about their upcoming scheduled appointment.

For Initial Appointments: Client will be called three times to schedule an appointment; if unable to connect after two attempts, a letter is sent to referral source (if applicable) and the file is closed.

For Follow-up Visits: If clients have consented to health mail, then automated appointment reminders occur for video and in person appointments.

2. Cancellation Requirement

AREP requires that clients provide 48 hours' notice (unless due to illness or emergency) when they cannot attend.

A Cancellation Notice (see appendix A) is posted on the Arthritis Society Canada website and in all office spaces.

Clinicians and CSCs will reinforce this policy with all new clients.

Commonly asked question responses may be used to respond to clients (see appendix B).

3. Fee for cancellations less than 48 hours' notice and/or missed appointments

Clients who give less than 48 hours' notice cancellation or fail to show up for booked appointments without a significant reason will be subject to a \$30.00 fee.

Clinicians will advise Client Service Coordinators (CSCs) if the situation warrants a fee invoice. No further appointments will be booked until the fee has been paid.

CSCs will then email client with link to portal for payment of cancellation fee.

Repeated cancellation, or failure to attend without significant reason, may result in automatic discharge from the AREP program. Clinicians to discharge.

4. Fee payment

Fees can be paid online through the following link: [Cancellation fee payment](#)

Outstanding balances will be followed up by CSCs and the AREP Manager.

Appendix A: AREP Cancellation Notice

AREP Cancellation Notice

The Arthritis Rehabilitation & Education Program (AREP) is a government funded program. We are accountable to manage our funding responsibly to serve all Ontarians. We appreciate you playing your part in preserving the resources available in our health system. As your appointment is reserved specifically for you, please provide 48 hours' notice to cancel or reschedule. Failure to give 48 hours' notice will result in a \$30.00 fee. You will not be able to reschedule without paying the fee first.

Payments can be made online at: [Cancellation fee payment](#)

Repeated cancellation, or failure to attend without significant reason, may result in automatic discharge from the AREP program.

Appendix B: Commonly Asked Questions

Commonly Asked Questions

1. What if I was not able to make my appointment today. Will I have to pay the fee?

All late cancellations and no-show appointments are subject to the fee. If there are extenuating circumstances (e.g. emergencies; illness) this will be taken into consideration.

2. Will I be able to attend my next scheduled appointment?

Yes, provided you have paid the cancellation fee.

3. How should I pay?

You should pay directly online for this cancellation fee at

[Cancellation fee payment](#)

4. Why does this apply only to one-on-one appointments:

With one-on-one appointments, if someone fails to attend, we cannot repurpose the time because there is insufficient amount of notice to do so. The scheduled appointment time is therefore wasted.

5. Does the fee apply to workshops?

No. Unlike one-on-one appointments, for group workshops, we can still run the class even if several people fail to attend.