

MISSED APPOINTMENTS

BACKGROUND:

Articles 28, 29 and 30 of the Code of Conduct provide:

Fees

28. In determining professional or other fees to patients, consider both the nature of the service provided and the ability of the patient to pay.
29. Provide the patient with any explanation necessary for understanding the account.
30. Advise the patient in advance to the provision of services and/or any relevant billings:
 - 30.1 that a service may be uninsured;
 - 30.2 the specific terms and conditions relevant to payment;
 - 30.3 any penalties for non-attendance or non-payment;
 - 30.4 if payment will be required in advance of a requested, elective, uninsured service.

In no other circumstance require payment in advance.

Manitoba Health does not cover the cost of missed appointments for office visits, diagnostic services, NFA surgery, or other treatment services. Physicians may charge patients directly for missed appointments in accordance with the requirements of this Statement.

SCOPE

This Statement applies to all physicians.

REQUIREMENTS

1. A physician who charges a patient for a missed appointment must adhere to the following requirements:
 - a. The physician must have been available to the patient for the period of time for which the fee is charged.
 - b. The fee charged for a missed appointment must reasonably reflect the actual costs of the missed appointment.
 - c. The patient must be informed in advance that a charge will be made for a missed appointment.
 - d. The patient must be informed in advance as to how much notice must be given to the physician in order to avoid the charge for a missed appointment.
 - e. The physician must take into account the circumstances of the missed appointment and the ability of the patient to pay and must be prepared to discuss the fee with the patient.

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2. A physician may request a deposit to cover the costs of unavoidable expenses associated with the proposed visit, which a missed appointment would make impossible to recover. However, the patient must be advised in advance of the circumstances that will result in a forfeiture of the deposit.
3. For an isolated incident of a missed appointment, the physician should afford the patient the privilege of scheduling a further appointment.

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**A statement is a formal position of the College with
which members shall comply.**