



## **Client Attendance Policy**

### **Appointments**

Clinic visits are by appointment only please call 905-685-1381 extension 85210 to book an appointment. This helps us schedule the AAC clinic more efficiently. Please arrive a few minutes prior to your appointment to allow time for COVID-19 screening. Clients who are late for an appointment maybe asked to reschedule at the AAC clinic's discretion. Remember to bring your eyeglasses, hearing aids, and any other assistive devices you use. This will enable the AAC clinic to assess you at your current functional level.

### **Cancellations**

We would like to thank you for being a client of the AAC clinic. We value all of our clients and strive to provide the best possible care in a comfortable setting. Please understand that when we schedule your appointment, we are reserving time for your particular needs. We kindly ask that if you must change an appointment, please give us at least 24 hours' notice. This courtesy makes it possible to give your reserved time to another client who would like it. We know that your time is valuable. When your appointment is made, a room is reserved, your records are prepared, and special equipment is ready for your visit. Except in the case of emergency treatment for another client, you can expect us to be running on schedule. If you are unable to keep your appointment, we ask that you cancel at least 24 hours advance. If this is not possible, call us as soon as you can so that another client can be given your appointment time.

### **Missed Appointments (Not Canceled)**

We understand that occasional missed appointments can occur for a variety of reasons. When you miss an appointment without canceling, someone else who could have been seen in your place is delayed unnecessarily. We track missed (not canceled) appointments. A "no-show/late cancellation" is defined as missing an appointment without cancelling at least 24 hours before scheduled time. After one missed appointment, the AAC clinic will require a new referral from your doctor. A letter will be sent to you, as well as to your family doctor, regarding discharging you from the AAC clinic due to repeated missed appointments.