



Paradigm Health Group Cancellation Policy

Paradigm Health Group requires **48 hours'** notice to cancel appointments (this includes IV & Injection Therapies).

Any appointment that is not cancelled within 48 hours of its scheduled time will be considered a **"No Show"**. No-show's will be billed as follows:

- Missed IV appointments will be billed for **100% of the cost their IV**
- All other missed appointments will be billed a **\$50.00** missed appointment fee.

You will not be able to reschedule your appointment until your fee is paid in full.

If missed appointments become a chronic habit, your ongoing care here at Paradigm Health Group will be re-evaluated.

Paradigm Health Group provides email & text reminders 3 days prior to your scheduled appointment. We encourage you to reach out to us to activate your preferred method of reminder if you haven't done so already.

We do understand that sometimes life gets in the way, and that there may be extenuating circumstances from time to time. This will be taken into consideration at our discretion.

Your cooperation and understanding with our cancellation policy are greatly appreciated, and it will ensure that all our patients get in to see their doctors at the earliest possible times. Thank you for respecting our staff and your fellow patients!

If you have any questions regarding this policy, please feel free speak to our Reception team at (403) 301-7406, or email us at: info@paradigmhealth.ca