Cancellation, Missed Appointment and Payment Policy

Your appointment time is reserved exclusively for you. Gentle Wellness Homeopathy & BioEnergetics currently has an extended waiting list, with appointments booking approximately two months in advance. A late cancellation or missed appointment prevents another patient from using that time. By booking an appointment, you acknowledge and agree to the following policy.

Cancellation and Rescheduling

A minimum of 48 hours' notice is required to cancel or reschedule an appointment.

- Cancellations or changes made with less than 48 hours' notice will be charged $40, or $75 for an initial consultation.
- Cancellations made with less than 24 hours' notice, and appointments missed without notice, will be charged 100% of the reserved service fee.
- The applicable cancellation fee will be charged instead of adding multiple cancellation penalties for the same appointment.
- Cancellation and missed-appointment fees are charged directly to the patient and generally cannot be submitted to an insurer as a treatment expense.
- Exceptions may be considered for genuine emergencies, disability-related accommodation needs, or exceptional circumstances. Each situation will be reviewed individually.

To cancel or reschedule, please use the blue button at the bottom of the confirmation or reminder emails. Notice is effective when the request is received by the practice.

Repeated Missed Appointments

Two missed appointments or cancellations made without the required notice will initiate a formal review and may result in the discontinuation of the professional relationship.
If Gentle Wellness Homeopathy & BioEnergetics decides to discontinue services, the patient will receive written notice stating:

- why the professional relationship is ending;
- the date after which the practice will no longer accept appointments;
- that the patient should begin looking for another practitioner;
- how to search for another registered homeopath; and
- how to request the transfer of their patient records.

The length of the notice period will be determined based on the circumstances, including the patient's condition, whether continued professional services are reasonably needed, and the availability of alternate care.

Payment Requirements

Payment is due according to the practice's stated payment terms.
Any outstanding balance, including a cancellation or missed-appointment fee, must be paid before another appointment can be booked or attended. An appointment may be cancelled if the required

payment cannot be successfully processed.
Repeated declined payments, failure to pay an outstanding account, or failure to maintain an agreed payment arrangement may result in written notice that the professional relationship is being discontinued.
Patients will be informed of all applicable fees and payment consequences before services are provided.

Notice to Find Another Practitioner

Once written notice of discontinuation has been issued, the patient is responsible for promptly beginning the search for another qualified practitioner.
Patients can search the College of Homeopaths of Ontario's public register here:
Find a Registered Homeopath
Patients may also ask their primary healthcare provider to assist them in identifying appropriate alternate services.
With the patient's written authorization, Gentle Wellness Homeopathy & BioEnergetics will provide or transfer the patient's records in accordance with applicable privacy, record-keeping, and professional requirements.

Sandra's Professional Obligations

As a registered homeopath, Sandra O'Grady must not abruptly discontinue needed professional services without considering:

- the reason services are being discontinued;
- the patient's condition;
- the availability of alternate services; and
- whether the patient has been given a reasonable opportunity to arrange alternate care.

When appropriate, Sandra will provide reasonable written notice, information on locating alternate care, reasonable assistance with continuity of care, and access to or transfer of patient records as professionally required.
These obligations are intended to prevent a patient who reasonably needs continued services from being left without an opportunity to arrange alternate care.

What the Practice Is Not Required to Do

Subject to Sandra's professional obligations and the individual patient's circumstances, Gentle Wellness Homeopathy & BioEnergetics is not required to:

- continue accepting bookings indefinitely after the professional relationship has been properly discontinued;
- keep reserving appointments for a patient who repeatedly misses appointments or provides insufficient notice;
- reserve or confirm another appointment while an account remains unpaid;

- waive properly disclosed cancellation or missed-appointment fees;
- provide professional services without payment;
- locate or guarantee an appointment with a replacement practitioner;
- pay the cost of another practitioner's services;
- guarantee that another practitioner will accept the patient;
- provide appointments beyond the effective discontinuation date, except where limited transitional assistance is professionally required; or
- provide emergency medical services.

Providing a reasonable opportunity to arrange alternate care does not mean that Sandra must personally secure a new practitioner for the patient or continue the professional relationship indefinitely.

Ontario Rules Governing This Policy

Registered homeopaths in Ontario are governed by the Homeopathy Act, the Regulated Health Professions Act, and the College of Homeopaths of Ontario's professional standards.
The following official resources explain these requirements:

- Ontario Professional Misconduct Regulation: This regulation permits a fee for an appointment cancelled without reasonable notice. It also explains what a registered homeopath must consider before discontinuing needed professional services.
- College Fees and Billing Standard: This standard explains fee disclosure, billing requirements, and cancellation fees.
- College Professional Practice and Jurisprudence Handbook: This handbook explains that non-payment may be a reason for discontinuing services, but appropriate notice and transition considerations may still be required.
- College of Homeopaths of Ontario: This is the provincial regulator's official website.

Urgent and Emergency Care

Homeopathic services are not emergency medical services.
For an urgent health concern, contact your primary healthcare provider or call Health811 by dialling 811. Attend an appropriate medical facility or call 911 if you are experiencing an emergency.

Limited Appointment Availability

The practice is operating with reduced availability while Sandra prepares for a gradual transition toward semi-retirement. Appointment capacity is extremely limited.
The practice cannot continue reserving scarce appointment times for patients who repeatedly do not attend, provide insufficient cancellation notice, or fail to meet their payment obligations.
Thank you for respecting the time reserved for your care and the needs of patients waiting for an appointment.