

Patient No-Show & Cancellation Policy

Summit Surgical — General Surgery Associates, Calgary, AB

Effective Date: April 2026

Purpose

Summit Surgical is committed to providing timely, high-quality surgical care to every patient. When a patient does not arrive for a scheduled appointment without adequate advance notice, another patient is prevented from receiving care and clinical time and resources are wasted. This policy is designed to be fair, transparent, and consistently applied.

Definitions

For the purposes of this policy, the following terms apply:

- **No-Show:** A patient who fails to attend a scheduled appointment without notifying the office at least 24 hours in advance.
- **Late Cancellation:** A cancellation made less than 24 hours before a scheduled appointment. Late cancellations are treated the same as no-shows under this policy.
- **Excused Absence:** A no-show or late cancellation resulting from a documented medical emergency, hospitalization, or other extenuating circumstance, as determined at the discretion of the practice.

No-Show Fee

A no-show fee of \$150.00 will be charged to any patient who misses a scheduled appointment without providing at least 24 hours advance notice, in accordance with the terms below.

First Offense — Courtesy Waiver

The first no-show or late cancellation will be waived as a one-time courtesy. The patient will be notified of this policy and reminded that future no-shows will result in the \$150.00 fee. This waiver applies once per patient regardless of the time elapsed between occurrences.

Second and Subsequent Offenses

Beginning with the second no-show or late cancellation, a fee of \$150.00 will be charged. This fee is not billable to insurance and is the sole financial responsibility of the patient. The fee must be paid prior to or at the time of rescheduling.

Repeated No-Shows

Patients who accumulate three (3) or more no-shows within a 12-month period may, at the discretion of the practice, be discharged from the practice or required to prepay a deposit for future appointments. The practice will provide written notice before taking this action.

How to Cancel or Reschedule

To avoid a no-show fee, please notify our office at least 24 hours before your appointment:

- Telephone: Call our office directly during business hours at 587-392-0370.
- After-hours voicemail: Leave a message at 587-392-0370 at any time. Time-stamped messages received before the 24-hour window will be honoured.
- Patient portal: Use the online portal to cancel or reschedule your appointment.

Payment of No-Show Fees

No-show fees and uninsured services such as medical forms are not covered by Alberta Health and are charged directly to the patient. Summit Surgical does not accept credit cards; payment is accepted by cash or e-transfer only. Outstanding no-show fees must be settled before a new appointment can be scheduled.

Exceptions

We understand that true emergencies occur. The following circumstances may qualify for a fee waiver upon review:

- Medical emergency or unexpected hospitalization of the patient or an immediate family member.
- Death of an immediate family member.
- Severe weather or natural disaster directly preventing travel.
- Other extenuating circumstances at the sole discretion of the practice administrator.

Requests for exception must be submitted within 7 days of the missed appointment and may require supporting documentation (e.g., hospital discharge paperwork).

Patient Acknowledgment

By signing below, I acknowledge that I have received, read, and understood the Summit Surgical Patient No-Show & Cancellation Policy. I understand that beginning with my second no-show or late cancellation, a fee of \$150.00 will be assessed and that this fee is my financial responsibility and is not billable to insurance.

Patient Signature

Date

Print Name

Date of Birth

Please return this signed form to the front desk or submit via the patient portal. A copy will be provided upon request.

Summit Surgical

AI Medical Scribe — Patient Consent

What is HEIDI?

Summit Surgical uses HEIDI, an AI-powered medical scribe, during clinical consultations. HEIDI listens to the spoken conversation between you and your surgeon and automatically generates a structured clinical note for your medical record. Its purpose is to reduce documentation burden so your surgeon can focus on you during the appointment.

What is recorded and how is it used?

- The audio of your consultation is temporarily processed by HEIDI's secure servers to generate a clinical note.
- The resulting note is reviewed and approved by your surgeon before being saved to your medical record.
- Audio recordings are not permanently retained by HEIDI after the note is generated.
- Your health information is never used to train AI models or shared with third parties for commercial purposes.

Privacy and Compliance

The use of HEIDI at Summit Surgical complies with Alberta's Health Information Act (HIA) and applicable federal privacy legislation. HEIDI operates under a data processing agreement that requires it to handle your health information solely for the purpose of generating clinical documentation on behalf of your surgeon.

Your Right to Decline

Participation is voluntary. If you do not wish to have HEIDI active during your consultation, please inform your surgeon or the front desk before your appointment begins. Declining will have no effect on the care you receive. Your surgeon will document the visit using standard methods.

Consent Acknowledgment

I have been informed that Summit Surgical uses HEIDI, an AI-powered medical scribe, during consultations. I understand that the audio of my appointment will be processed by HEIDI to generate a clinical note, which will be reviewed and approved by my surgeon. I understand that I may decline the use of HEIDI at any time without affecting my care.

- ☐ Yes, I consent to the use of HEIDI during my consultation.
- ☐ No, I decline the use of HEIDI during my consultation.

Patient Signature

Date

Print Name

Date of Birth

Please return this signed form to the front desk or submit via the patient portal. A copy will be provided upon request.