



Joy is a Choice

Fee Schedule and No Show/Cancellation Policy

The following is a list of fees for services not covered by the Alberta Health Insurance Plan, which are consistent with Alberta Medical Association fee guidelines.

Please pay all fees by **Interac E-Transfer** to joycementalhealth@gmail.com, with your **name** and **Fee Type** clearly written in the Comment section of the E-Transfer.

| Fee Type | Fee |
|--|-------------|
| Medical note of fitness or illness | \$45 |
| Letter of Diagnosis, Support, or Accommodation | \$55 |
| Lost Prescription - Resend | \$20 |
| No Show (including late by more than 10min) | \$85 |
| Late Cancellation/Change (cancellation with < 24hrs notice) | \$85 |
| Insurance Form | \$100 |
| CRA Disability Tax Credit Form | \$200 |
| Phone consultation with Lawyer | \$100/15min |
| Copies of files/records at request of Lawyer | \$65/file |

NO SHOW/CANCELLATION POLICY:

- Due to the high demand for child mental health services, if you change or cancel your appointment without at least 24 hours' notice, a \$85 charge will apply.
 - A late change/cancellation or no-show takes away time from other patients who could have benefited from that appointment slot.
- No-Show: If you and your entire family misses your appointment without informing the clinic and the doctor can't reach you at the scheduled time (we'll attempt to call your registered number if you're not on video), a \$85 fee will be charged.
 - This is because time and resources were dedicated to the booking of your appointment which needs to be recouped. Alberta Health does not pay the clinic if patients do not make it to their scheduled appointments.
- To respect the time and effort of our staff, and to ensure the clinic's financial sustainability to provide for all of our patients, Joyce Health will only be able to provide our services (e.g. refilling medications, booking future appointments, etc) after outstanding no show or cancellation fees are paid in full.