



College of Physicians and Surgeons of British Columbia

# Professional Guideline

## Missed Appointments

<b>Effective:</b>	June 1995
<b>Last revised:</b>	October 2009
<b>Version:</b>	2.0
<b>Next review:</b>	October 2021
<b>Related topic(s):</b>	<a href="#">Access to Medical Care</a> , <a href="#">Ending the Patient-Physician Relationship</a>

A **professional guideline** reflects a recommended course of action established based on the values, principles and duties of the medical profession. Physicians may exercise reasonable discretion in their decision-making based on the guidance provided.

**Registrants may seek advice on these issues by contacting the College and asking to speak with a member of the registrar staff, or by seeking medical legal advice from the CMPA.**

## PREAMBLE

This document is a professional guideline of the Board of the College of Physicians and Surgeons of British Columbia.

## COLLEGE'S POSITION

On occasion physicians have asked whether it is appropriate and ethically acceptable to bill patients for missed appointments. Such matters are appropriately left to the physician's discretion.

It is acceptable to bill patients privately for missed appointments provided the patient has been forewarned of the physician's policy in this regard, and the physician exercises judgment and compassion in submitting such an account.