

Our Policy for Cancelling Consultation Appointments:

An appointment booking note is faxed to your referring doctor, and there is a phone call reminder for all appointments whether cosmetic or covered by your provincial health care. We make every effort to ensure you are aware of your appointment, so please call ASAP if you can't make an appointment.

- If you must cancel your scheduled consultation appointment, we require 24 hours notice be given. If 24 hours notice is not given, the appointment will be considered a NO SHOW.
- A "NO SHOW" is an appointment that has been missed without the required 24-hour notice of cancellation. If you were referred from a doctor, a letter will be sent back to them stating that you missed your appointment.
 - If the missed appointment was for a cosmetic reason and you are marked a "No Show", you will not be able to reschedule the cosmetic consultation appointment until a \$100.00 no show fee is paid.
 - If the missed appointment was for a provincial health care covered reason, the note back to the referring doctor may say please refer this patient elsewhere. If no other appointment can be made elsewhere, upon a re-referral by the referring doctor, the patient will go back on the waiting list for the next available appointment.

How to Cancel Your Appointment:

Please call our office at 403-487-0460. You can leave a message if we are busy, or if it is outside of our office hours (before 9am or after 4pm).

Our Policy for Cancelling or Rescheduling a Cosmetic Surgery:

- Any surgery cancelled more than one month (4 weeks) prior to the scheduled surgical date = a full refund.
- Any surgery cancelled between 2 and 4 weeks prior to the surgical date = a refund, less the \$1000.00 deposit paid at time of booking.
- If the surgery is cancelled less than 2 weeks prior to surgical date = no refund. Note: *80% of the total can be transferred as credit toward rescheduling your surgery. It must be rescheduled within 6 months of the original surgery date. Note: If Dr. Brooks's allotted operating room time is full within those 6 months, there will be no extension.
- The only exception to the less than 2-weeks / no refund policy, is for the loss of a loved one.

Dr. Brooks is allotted 8 hours of operating time on his scheduled operating days.

Cosmetic surgeries are the type of surgeries which are most often cancelled.

In order to ensure operating time is not lost due to late cancellations, these policies are necessary.

IT IS BEST TO TAKE THE TIME TO THOROUGHLY THINK THROUGH & DISCUSS THE AVAILABLE DATES FOR SURGERY BEFORE YOU MAKE YOUR DEPOSIT AND BOOK.