

No-Show/Late Cancellation Fee Appeal Form

Campus Health & Wellbeing, with the support of the Student Healthcare Advisory Committee, has instituted a no-show fee for appointments canceled without 24 hours advance notice. The fee is \$15 per session. When an appointment is canceled at the last minute or does not show, professional clinical time goes unused. By charging a no-show fee, CH&W hopes to better utilize the vacated appointment space, which increases students' access to services. Fees collected go directly to the Compassionate Care Fund (CCF).

If we have made an error in scheduling or you believe you deserve special consideration for a "No-Show/Late Cancellation Fee", please complete the following information (along with any supporting documentation you may have). Completed forms must be received by the Cal Poly Health Center no later than three days from the date of the missed/late cancellation appointment. The form can be submitted to us by:

SLO Campus:

- Delivering it in-person to the Health Center during regular business hours
- Emailing the form to health@calpoly.edu (Health Services Appointments)
- Emailing the form to counseling@calpoly.edu (CAPS Appointments)

Maritime Academy (Solano) Campus:

- Delivering it in-person to the Health Center during regular business hours
- Emailing the form to healthcenter@calpoly.edu (Health Services and CAPS Appointments)

Patient Information		Empl ID:	
Name:			
Date of Birth:		Phone:	Email:
Reason for Missed or Canceled Late Appointment			
Date of missed appointment:		Time of missed appointment:	
Name of the provider you were to see:			
In the space below, describe the reason for requesting the appeal:			

For internal use only

Signature of Reviewer

Date

☐ Approved ☐ Denied