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**April 1<sup>st</sup>, 2026**

**Important Update: Changes to Our Missed Appointment Fee Policy**

Dear Valued Patient,

We are writing to inform you of an important change to our missed appointment fee policy at Nith Valley Family Practice. As of **April 1, 2026**, Ontario has introduced a new physician compensation framework known as **FHO+** (Family Health Organization Plus). This updated model changes how family physicians are compensated for the care they provide, including both direct patient visits and the essential behind-the-scenes work involved in managing your health.

Under FHO+, our practice now bills on a time-based system that compensates physicians for every hour of patient care. When an appointment is missed without adequate notice, that reserved time cannot be reallocated to another patient, resulting in a direct loss to the practice. To reflect the true cost of missed appointments under this new model, we have updated our fee schedule as follows:

| Appointment Type            | Missed Appointment Fee |
|-----------------------------|------------------------|
| Standard Appointment        | \$75.00                |
| Complex Appointment         | \$90.00                |
| Same-Day Urgent Appointment | \$100.00               |

These fees apply to appointments that are missed or cancelled with less than 24 hours notice. This policy is not intended as a penalty but rather reflects the real cost of reserved clinical time under the new FHO+ compensation structure. When a time slot goes unused, it cannot be billed under the hourly model and another patient loses the opportunity to receive care.

**How to Avoid These Fees**

If you are unable to keep a scheduled appointment, please contact our office at least 24 hours in advance so we can offer that time to another patient. You may reach us by phone at **519-662-1551** or email us at [clinic@nvfp.ca](mailto:clinic@nvfp.ca) to cancel your appointment (this must be done 48 hours in advance). We understand that emergencies and unforeseen circumstances arise, and we will always consider these on a case-by-case basis.

## Why This Change Matters

The FHO+ model represents a significant shift in how primary care is funded in Ontario. It recognizes the full scope of work physicians do, including reviewing test results, coordinating referrals, and managing patient records, not just face-to-face visits. Our updated missed appointment policy ensures we can continue to operate sustainably and provide timely, high-quality care to all of our patients.

Please note that missed appointment fees are **not covered by OHIP or private insurance** and are the sole responsibility of the patient.

We appreciate your understanding and continued trust in Nith Valley Family Practice. If you have any questions about this policy or the FHO+ changes, please do not hesitate to contact our office at **519-662-1551**. We remain committed to providing you and your family with exceptional care.

Warm regards,

Nith Valley Family Practice  
10 Waterloo st, Unit 1  
New Hamburg, ON  
N3A 1V5