



Notice of 24-Hour Cancellation Policy:

Your responsibility at Prisma Community Care includes keeping your appointments. If you're unable to attend, you are required to inform us at least 24 hours beforehand so that we can accommodate another client/patient. It's important to attend all scheduled appointments, and failure to do so—known as a no-show—occurs when you don't cancel or reschedule at least 24 hours in advance, when this happens three times within a rolling 12-month period, you will be placed on walk-in only status for a period of 12 months from the date of your last no-show. This means that you will only be able to access appointments on walk-in or same day basis and may not schedule appointments for services at Prisma Community Care.

Punctuality is also crucial. If you arrive more than 10 minutes after your appointment time, you may be required to reschedule your appointment. You will be offered another appointment time on the same day (if available) or another appointment date and time that may work for you. We recommend arriving 10-15 minutes early for your scheduled appointment.