
HEARD+D in Practice - Angry Caller

Caller: Hi, my name is Jeff Lee. I had an appointment yesterday, but I was held up in a meeting and couldn't attend. I'd like to reschedule.

Staff: Hi, Mr. Lee. Let me check. I see you missed your appointment at 2 p.m. yesterday. I can rebook you for the earliest available date, but I need to inform you that there's a \$50 missed appointment fee.

Caller: What? I didn't miss it on purpose! I was stuck in a meeting and couldn't answer the call. I can't believe I have to pay \$50 when it wasn't my fault!

Staff: Thank you for explaining. I hear your frustration. However, we must follow our clinic's policy.

Caller: This is ridiculous! I think you should waive the fee and let me reschedule.

Staff: I'm here to help and will do my best to assist you, but unfortunately, I won't be able to waive the fee. As indicated in our booking confirmation text and e-mail, we have a 24-hour cancellation policy, and there's a \$50 fee for a missed appointment or late reschedule.

Caller: You don't understand! The meeting ran over time. I called back as soon as it ended but I wasn't hold for so long, and then I had another meeting! That's why I'm calling now. This is so unacceptable! Can you not make an exception and just waive the fee?

Staff: I'm sorry about that. Please allow me to explain. The cancellation fee policy applies to everyone to ensure our patients get the best care. Missed appointments affect both the doctor and other patients who could have been seen during your appointment time. Here's what I can do. You can pay the fee now and we'll reschedule your appointment, or we can reschedule, and you can pay the fee on the new appointment date. Which option works best for you?

Caller: Okay, fine, whatever. Can you reschedule me now? I'll pay the fee on the new appointment date.

Staff: Yes, I can do that for you. Thank you for your understanding.