

CANCELLATION AND MISSED APPOINTMENT POLICY

Our goal is to provide quality individualised care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner, waste resources and increase waiting times to get appointments. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilise available appointments for our patients in need of medical care.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call the practice promptly if you are unable to attend for an appointment. Every attempt is made to reallocate the appointment to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment

To cancel appointments, please call 4226 3088 from 8:30am. We do not accept cancellations by email or text message.

No Show Policy:

A "no-show" or DNA (did not attend) is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a DNA. For those patients who were scheduled to attend for the first time your referring doctor will be formally notified by us of your failure to attend.

A cancellation fee of \$50 -\$100 applies depending on which doctor your appointment was scheduled with. No future appointments will be made until the cancellation fee is paid. Exceptional circumstances will be considered.

Late Cancellations:

A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice. A cancellation fee of \$50 -\$100 applies depending on which doctor your appointment was scheduled with. No future appointments will be made until the cancellation fee is paid. Exceptional circumstances will be considered.