

# Cancellation Policy

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## **Purpose**

To inform patients and staff of the policy and processes for when a patient fails to attend a consult they have booked in advance. Or provide sufficient notice to cancel their appointment.

## **Who**

Patients that fail to attend booked appointments or cancel with less than 2 hours' notice.

## **Policy**

Our practice aims to encourage quality care and support for patients. Our cancellation policy acknowledges the value of our health professionals time and the time of other patients that would have used the consultation that a patient failed to attend.

If non-attendance or late cancellation to general practice appointments occurs patients are billed \$20.00. Because Allied Health providers require a longer appointments and are at the practice only during specific times a late cancellation fee or non-attendance fee of \$50 is charged.

Our practice provides patients with a SMS reminder 24 hours prior to their appointment and all long appointments this includes allied health appointments are confirmed via phone call. The SMS service allows patients to reply No which cancels their appointment for them if they cannot reach the practice during business hours.