

Late Cancellation and Non-Attendance Policy

At our practice, appointment times are reserved exclusively for each patient. When appointments are cancelled at short notice or missed without notice, it can prevent other patients from accessing timely medical care.

To help ensure appointments remain available for all patients, the following policy applies:

- Appointments may be cancelled or rescheduled free of charge with at least 24 hours' notice.
- Appointments cancelled with less than 24 hours' notice will incur a \$70 late cancellation fee.
- Patients who do not attend their appointment without notifying the practice ("Did Not Attend" or "DNA") will be charged 100% of the scheduled appointment fee.
- Cancellation and non-attendance fees are not covered by Medicare and are payable by the patient.
- Outstanding cancellation or non-attendance fees must be paid before further appointments can be booked.
- Repeated late cancellations or non-attendance may result in restrictions on future bookings at the discretion of the practice.
- Exceptions may be considered in cases of genuine emergencies or unforeseen circumstances at the discretion of the practice.

These measures help ensure appointment availability for other patients and support the efficient operation of the practice.

By booking an appointment with our practice, patients acknowledge and agree to this cancellation and non-attendance policy.