



## **Cancellation & Failure to Attend Policy**

We understand that unplanned issues can arise, and you may need to cancel an appointment. If this occurs, we kindly ask that scheduled appointments be **cancelled at least 24 hours in advance.**

We will happily reschedule you for another time. That way, we can offer the appointment time to someone else, meaning everyone gets to see a doctor.

When a patient does not show for their scheduled appointment, other patients lose the opportunity to be seen.

Unfortunately, patients who do not attend their appointments will be required to pay a cancellation fee.

- **A \$40 fee applies for a missed / cancelled appt without 24 hours notice.**

This cancellation fee is to be paid before your next appointment and there is no rebate available from Medicare.

Thank you for your understanding and cooperation with this policy. It enables us to better serve the needs of all patients.