



**WARWICK RD  
MEDICAL**

## **CANCELLATION AND FAILURE TO ATTEND POLICY**

*Warwick Road Medical is a busy practice and appointments are in high demand.*

This policy is designed to ensure fairness to both the patients who are kept waiting for appointments as well as the doctors who are striving to meet the demand for their services.

Your appointment time is reserved especially for you.

We understand it is sometimes necessary to reschedule an appointment and we appreciate your acknowledgement and consideration of the following:

- Same day cancellation requires a minimum of 3 hours notice
- Patients not attending or cancelling their appointment within 3 hours of their scheduled appointment time will be charged a non-attendance fee
- Currently, the non-attendance fee for a standard appointment is \$50 and a long appointment is \$100. These fees are not Medicare rebatable.
- Please note that no subsequent appointments will be booked until the non-attendance fee is settled

Patients who are new to the practice and cancel or fail to attend without 24 hours notice may not be offered further appointments without direct approval of the treating doctor.

We reserve the right to decline ongoing care if you repeatedly fail to attend or cancel with short notice.

Fees are charged automatically. If you feel you have extra-ordinary or emergency circumstances please advise us at your earliest convenience. The doctors and/or management will give your matter due consideration.

***Thank you for your consideration, it enables better service provision to our patients and community.***