

WARWICK ROAD MEDICAL

Cancellation and Failure to Attend Policy

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

This cancellation and failure to attend 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 that at times appointments need to be changed.

Under this cancellation and failure to attend policy, the doctors appreciate your cooperation as follows:

- A minimum of 3 hours notice to cancel an appointment on the day is required
- 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. If you are a new patient to the practice and you cancel or fail to attend without 24 hours notice, the doctors reserve the right to revoke Bulk Billing eligibility.

Repeated cancellation or failure to attend by existing patients of the practice may result in changes to Bulk Billing eligibility.

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.

We ask for your assistance and adherence to our cancellation and failure to attend policy to help us provide a better service to our patients and community.