



Woodleigh Waters Medical Clinic Cancellation and Non-Attendance Policy

This policy covers:

- cancellation of appointments within a reasonable timeframe
- consequences of patients not attending their appointments
- associated fees and procedures

The policy is designed to communicate to patients how our practice manages appointment cancellations and non-attendance fees.

This policy is freely available for our patients to view on our website. This policy will be reviewed regularly to ensure it remains applicable to current practice procedure and legal requirements.

Cancellations

Scheduled appointments must be cancelled or rescheduled at least 4 hours prior to the scheduled appointment time. We understand that unplanned issues can arise, and you may need to cancel an appointment. Should this occur, we respectfully ask that scheduled appointments be cancelled at least 4 hours in advanced.

Our doctors want to be available for your needs and for the needs of all of our patients. When a patient does not show for a scheduled appointment, other patients lose the opportunity to be seen.

It is crucial that you notify us of your cancellation, at least 4 hours before your appointment time, to avoid being charged the cancellation fee.

Any patient who fails to arrive to their appointment without cancelling within this timeframe will be subject to payment of a cancellation fee. If patients are running late, they must call ahead prior to their scheduled appointment time to notify us.

Appointments can be cancelled by responding to the appointment reminder sent by HotDoc, or by calling the practice on 8786 9596.

Consequences of not attending an appointment

Patients who fail to attend an appointment without cancelling at least 4 hours prior, will be subject to the non-attendance fee of **\$45**. This invoice will be sent to the patient's email that has been registered on their file.