

Cancellation Missed Appointment Policy

Our goal is to provide quality health care to all our patients in a timely manner. Non attendance, late arrivals, and cancellations inconvenience not only our practitioners, but our other patients as well. Please be aware of our policy regarding missed appointments.

To promote continuity of care and to maximise available appointments for patients who need urgent treatment, we ask for 24 hrs notice if you are unable to attend your appointment. A **Late Notice Fee (less than 24hrs)** will be charged at the full fee of the appointment that was booked.

Under certain circumstances we may choose to waive this fee, however, this is unlikely in the event the late notice is a regular or frequent event.

Compassionate exceptions may apply, however, repeat events will require full payment of your appointment before attending your next appointment.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. **Out of respect for our patients, please call soon as you know you will not be able to make your appointment.**

If cancellation is necessary, **we require that you call at least 24 hours in advance.** Appointments are in high demand, and your advanced notice will allow another patients access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us at on (03) 9114 7802 between the hours of 8am and 6pm Monday to Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible. If you cannot speak to a staff member, you have the option to send a reply sms to your appointment reminder, however, this is a back-up option only.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A non-attendance is when a patient misses an appointment without cancelling. In either case, we will charge the patient the full amount of normal fee for the scheduled appointment. Please Note: health insurance claims and insurance or government rebates don't apply in this instance.

New Patients/ Initial Appointments, a non-attendance or late cancellation will result in a full charge of the new patient fee.