

# Non-attendance & cancellation policy



Shell Cove Family Health is committed to providing outstanding service in a timely manner.

Unfortunately, when a patient fails to attend their appointment or cancels their appointment without enough notice, another patient loses the opportunity to be seen.

We understand that situations may arise and at times there may be a genuine extenuating circumstance involved. However, we kindly ask for scheduled **appointments to be cancelled at least 2 hours in advance.**

**If less than 2 hours notice is provided you will be issued a warning. If this happens on a second or subsequent occasion you will be charged a cancellation fee of \$30.** This fee does not attract a Medicare rebate and must be finalised before you can schedule your next appointment.

**An appointment which you fail to attend entirely, will be marked as a "Did Not Attend". This will incur a \$40 non-attendance fee.** Like the cancellation fee, this does not attract a Medicare rebate and must be finalised before you can schedule your next appointment.

We kindly ask that our online booking system, HotDoc is used in a courteous manner. Please do not have more than one appointment per person booked at a time, unless necessary. Privileges for this system will be removed if using in an incorrect manner.

Thank you for your understanding

Shell Cove Family Health