



APPOINTMENT CONFIRMATION & CANCELLATION POLICIES

Effective from Saturday, 1 October 2016

Invitation to Health advises we have implemented new policies for Appointment Reminders and Confirmation.

In addition, the new No-Show Policy has been implemented for patients who do not attend their scheduled appointment, where minimum 24 hours cancellation has not been advised

SMS REMINDER POLICY

72 Hours – A reminder SMS will be sent 72 hours prior to your appointment. Please reply to confirm your appointment or call reception to reschedule.

48 Hours – A second reminder SMS will be sent 48 hours prior to your appointment for those patients who have not already confirmed their appointment

You will be given 24 hours after the second SMS was sent to confirm your appointment, or call to reschedule. **Failure to reply within the 24 hours of your appointment will result in your appointment being cancelled and offered to patients that are on the waiting list.**

All patients without mobile phones or who prefer landline contact will be contacted at the same intervals, by Invitation to Health. If we do not have confirmation of your appointment as per the timeframe above, your appointment will be cancelled.

* Please note this applies to all appointments within our practice, except our dentists.

APPOINTMENT CANCELLATION POLICY

All appointment cancellations are required to be given a minimum of 24 hours prior to your appointment or you will incur a **late cancellation fee of \$50**. This fee will be payable at reception over the phone, at the time of cancellation. The \$50 cancellation fee will be required to be paid prior to you booking any subsequent appointments. If you have an appointment booked but have not paid the fee, you will be required to cancel the booked appointment until fee has been paid.

* Please note this applies to all General Practitioners & selected therapists.

DID NOT ATTEND APPOINTMENT (DNA)

All appointments where a patient has not attended, and where the patient has not advised of cancellation, will **incur a fee of \$50**. This fee will be payable at reception or over the phone. The \$50 DNA fee will be required to be paid prior to booking any subsequent appointments. If you have an appointment booked but have not paid the fee, you will be required to cancel the booked appointment until fee has been paid.

* Please note this applies to all General Practitioners & selected therapists.