

Maroondah Health Care Medical Centre Cancellation/Non attendance Policy

Introduction

Maroondah Health Care medical Centre is committed to ensuring that the best possible service is provided to all patients registered with the Practice. It is disappointing when an appointment is not utilised, when a patient does not turn up and has not contacted the Practice to cancel the appointment in order for it to be allocated to another.

Patient non-attendance at a booked appointment adversely impacts on practice staff and its patients in the following manner:

- The patient takes the appointment of another patient who could have attended.
- Increases waiting time for appointments.
- The time and personnel required to follow-up and rebook Patients diverts Practice staff from other duties and is therefore a waste of resources.

Policy

As a Practice we are doing our utmost to reduce cancellation/non-attendance appointments as much as possible. An email reminder message is sent out to all patients 24 hours prior to their appointment (unless booked on the day). If you cannot attend or no longer need an appointment, please let us know in advance. We understand that mistakes do happen and that appointments can be forgotten or overlooked. In such cases, the Practice will take into account the reason given by patients. However repeated offences are unacceptable. Preference, of course, is for the Practice to know in advance so we can offer the appointments to other patients in need.

Cancellation/Non-attendance Fee

Due to the demand for appointments and number of cancellations/non-attendances for appointments, we will charge a fee of \$20.00 for an appointment that is not cancelled prior to a minimum of 4 hours of the scheduled appointment time. If there is an outstanding account, unfortunately no further appointments will be made until this amount has been settled. There may also be the possibility of permanent suspension from the practice at the Doctors' discretion for repeat offenders.

How to cancel an appointment

1. In person at the Reception Desk
2. Phone: 9870 4700
3. Reply **No** to appointment email reminder (sent 24 hours prior)

Feedback

Should Patients wish to discuss any matters in relation to this policy, please contact our Practice Manager:

practicemanager@mhcmc.com.au
9870 4700