

CANCELLATION POLICY

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 3 hours in advance.

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

There is a fee of \$50.00 (+GST) for single appointments that are cancelled within 4 hours or you do not attend your appointment.

[Note: The fee for cancelling double appointments and new appointments without adequate notice is \$100 (+GST)].

This fee needs to be paid prior to booking next appointment & is not claimable with Medicare or health funds.

Thank you for being a valued patient and for your understanding and cooperation as we institute this policy.

This policy will enable us to open otherwise unused appointments to better serve the needs of all patients.

If there are any circumstances beyond your control which prevent you from cancelling your appointment with sufficient notice you should let us know as soon as possible.

Team at Vitalis Family Medical Practice