



APPOINTMENT CANCELLATION POLICY

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

Appointment cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. Please call 9420 4900 (Option 1) as soon as you are aware you will not be able to make your appointment so we can offer it to a patient on our waiting list.

How to cancel your appointment

If you need to cancel your appointment, please call us at 9420 4900 (Option 1) between the hours of Monday to Friday 9:00am – 4:00pm. If necessary, you may leave a detailed voicemail message. Alternatively, you can email us admin@suite303.com.au.

If using the online booking tool HotDoc for Headache Clinic appointments, you may also cancel/reschedule up to 48 hours prior to your appointment.

Late cancellations/No-shows

When an appointment is cancelled less than 48 hours before the appointed time it is a late cancellation. A patient is considered a no-show if the appointment is missed without cancelling or if the patient arrives more than 10 minutes late to the appointment.

In either case, we will charge the patient a \$100 fee for a missed new patient appointment and \$50 for a missed follow up appointment.

This fee is payable prior to making another appointment and is not claimable through Medicare or your private health fund.

Thank you