

Please be aware of the following policies with regards to cancelling or not attending appointments (without notification).

General Practice Appointments

CANCELLATION WITH NOTICE

We require at least two hours notice for an appointment cancellation.

If a patient repeatedly makes and cancels appointments, they will be advised upon their next cancellation that they will be charged a \$50 fee and will not be permitted to book further appointments until the fee is paid.

NON-ATTENDANCE WITHOUT NOTICE

If a patient does not attend an appointment without notifying the practice, they will receive a text message stating a future non-attendance will incur a fee.

Upon a second non-attendance (without notification), the patient will be charged a \$50 fee and will not be permitted to book further appointments until the fee is paid.

Pioneer Pelvic Pain Clinic

CANCELLATION WITH NOTICE

We require at least 24 hours notice for a GP appointment cancellation.

Patients will be charged a \$100 cancellation fee if they cancel within 24 hours of their appointment.

NON-ATTENDANCE WITHOUT NOTICE

If a patient does not attend an appointment (without notifying the practice more than 24 hours prior), they will incur a \$100 cancellation fee.

Pelvic Health Physiotherapist

CANCELLATION WITH NOTICE

We require at least 24 hours notice for a physiotherapy appointment cancellation.

Patients may be charged a \$50 cancellation fee if they cancel within 24 hours of their appointment.

NON-ATTENDANCE WITHOUT NOTICE

If a patient does not attend an appointment (without notifying the practice more than 24 hours prior), they may incur a \$50 cancellation fee.