# Cancellation Policy

PIONEER HEALTH ALBANY

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 misses an appointment without letting us know in advance, a $50 non-attendance fee will apply.

The patient will receive an SMS notification advising them of the missed appointment and the fee.

## 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.