



## **Advance Medical Practice Windsor Did Not Attend Policy & Procedure**

Riverview Shopping Centre  
Shop 26, 227 George Street  
Windsor, NSW, 2756  
Phone: 02 4577 2677  
Fax: 02 4577 9722  
ABN: 58 243 165 417

<b>Initial policy published</b>	January 2023
<b>Initial policy published by</b>	Taylor Laws – Office Manager
<b>Policy reviewed by</b>	Kimberley Edwards – Practice Manager
<b>Review History</b>	Version 1.0 – January 2023 Version 1.1 – April 2024 Version 1.2 - October 2024
<b>Current Version</b>	Version 1.3
<b>Current review date</b>	November 2024
<b>Next Review</b>	February 2025

## **Practice Policy**

Due to an increase in patients failing to attend booked appointments, our practice has introduced a Failure to Attend policy.

This means patients will need to provide a minimum of 2 hours' notice to the practice if they need to cancel or reschedule an appointment booked with a Nurse and/or GP at our practice.

### **Why do we charge a fee?**

Appointments at Advance Medical Practice are 10 minutes in length. If a patient does not attend this appointment without notice, we as a practice may struggle to fill this spot.

This then means a GP or a nurse has lost an income for that particular time. A GP is paid per patient, not for their time spent working.

Implementing a 'Did Not Attend' fee will promote patients to contact the practice to cancel or reschedule, allows us to fit in other patients who require our services.

### **Who is charged a fee?**

All patients are charged a fee and follow the above policy except Concession Card holders\*

*\*Concession card holders will receive 3x courtesy messages on 3 separate did not attends. After they receive 3x courtesy messages, they will then follow the above policy.\**

### **First Missed Appointment:**

Patients who fail to provide a minimum of 2 hours' notice for an appointment will receive an SMS from the practice warning them they have missed an appointment and the next missed appointment will incur in a fee.

**PATIENTS WILL NOT BE CHARGED FOR THIS**

### **Second Missed Appointment:**

Patients who fail to provide a minimum of 2 hours' notice for an appointment following a warning SMS, will receive an SMS regarding a non-refundable fee of \$25.00 per patient. An invoice for this will be generated and sent to the email on their file.

### **Third Missed Appointment:**

Patients who fail to provide a minimum of 2 hours' notice for an appointment following 2 previously missed appointments, will receive an SMS regarding a non-refundable fee of \$55.00 per patient. An invoice for this will be generated and sent to the email on their file.

### **Re-occurring Missed Appointment:**

For re-occurring missed appointments after a 3<sup>rd</sup> missed appointment, the cycle will repeat.

### **Courtesy SMS:**

Patients whom are concession card holders who fail to provide a minimum of 2 hours' notice for an appointment will receive an SMS from the practice as a courtesy to inform them they have missed an appointment and if this happens continuously, they may be charged a fee.

**PATIENTS WILL NOT BE CHARGED FOR THIS**

### **Disclaimer:**

*When a payment is required, a patient will be asked for their banking details/card details.*

*With consent these details will be stored within the individual patient's health record.*

We thank you for your understanding,

Advance Medical Practice

