



Advance Medical Practice Windsor Did Not Attend Policy & Procedure

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Initial policy published by	Taylor Laws – Office Manager
Policy reviewed by	Kimberley Edwards – Practice Manager
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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.

Courtesy SMS:

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

Missed Appointment:

Patients who fail to provide a minimum of 2 hours' notice for an appointment following a courtesy SMS, will receive an SMS regarding a non-refundable fee of \$30.00 per patient. An invoice for this will be generated and sent to the email on their file.

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