



ADVANCE MEDICAL PRACTICE

Failure to Attend Appointments Policy

ATTENTION PATIENTS,

Due to a high volume of Non-attendances in 2022, Advance Medical Practice Windsor will be introducing a 'Non-attendance' fee for patients whom fail to provide adequate notice, commencing February 2023.

Practice Policy

If you fail to provide the practice with a minimum of 2 hours notice when needing to cancel or reschedule an appointment, you will be charged a non-refundable fee.

1st Failure to Attend:

You will receive a warning SMS.

2nd Failure to Attend:

This will incur of a non-refundable fee of \$25 per patient.

3rd Failure to Attend:

This will incur of a non-refundable fee of \$55 per patient.

If you fail to provide the practice with a minimum of 2 hours notice to cancel/reschedule your appointment following a warning SMS, you **will** receive an invoice directly to your email address on file. If you do not have an email address, the invoice will be posted to your home address.

This outstanding fee **MUST** be paid before you are able to book another appointment with our practice.

Outstanding payments can be made via EFT or alternatively over the phone via card.

We thank you for your support and understanding.

Yours Sincerely,

Advance Medical Practice Windsor