



## Surf Beach Surgery

### Failure to Attend Appointment Policy

Any patient who fails to attend a scheduled appointment at Surf Beach Surgery is utilising valued appointment time which could be used for other patients who need appointments.

Patients must cancel their appointments at least **2 hours prior** to their consult time if they are unable to make their scheduled appointment. Any patient who does not attend a scheduled appointment, and/or does not provide at least 2 hours notice when cancelling an appointment may be subject to a Failure to Attend Fee, at the discretion of the doctor.

#### Failure to Attend Fees

- Standard consult - \$80.00
- Long consult - \$130.00

This fee is an out-of-pocket expense and cannot be claimed through Medicare.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact reception as soon as possible to explain the situation.

Patients who have failed to attend an appointment will not be able to rebook an appointment until their Failure to Attend Fee is paid in full. At our discretion we may refuse to accept further appointments for patients who do not respect this policy by continuing to fail to attend appointments or fail to provide sufficient notice.