

**Shop 15, Fletcher Village, 221 Minmi Road, Fletcher, NSW 2287**

**Phone: 4951 6065 Fax: 4953 8524**

***SURGERY POLICY NOTIFICATION OF NON-ATTENDENCE APPOINTMENTS***

Fletcher Clinic has introduced a policy for non-attendance/late cancellation appointments. Due to the high number of non-attendance/late cancellation appointments we have had to implement this policy.

We are turning away too many patients on a daily basis due to being booked out however we have a lot of patients that do not turn up or cancel at the last minute. This is not fair for patients that have been turned away due to having no available appointments. We do not like to turn away patients, we strive to give our best care.

As of today please be advised that you have been informed of our policy as follows;

If you do not cancel your appointment you will be sent a letter stating that you missed it and next letter will be accompanied with an account.

**ALL CANCELLATIONS MUST BE MADE 2 HOURS PRIOR TO APPOINTMENT TIME.**

Fees:

* Cancelling within 2 hours of the appointment time: Will be marked as a Non- Attendance.
* If appointments are marked as a non-attendance on 3 occasions (including those cancelled within the 2 hour time period) the 1st letter will be issued informing you of your missed appointments.

1st Non-Attendance Letter: 1st letter will be sent informing you of your missed appointments.

2nd Non-Attendance Letter: 2nd letter will be sent along with account. **Once you receive a 2nd letter with the account, you can NOT make or book an appointment until this account has been paid.**

**FEES:**

**Cancelling within 2 hours: $20 (Standard Appts) or $40 (Long Appts)**

**2nd letter: $40 (Standard Appts) $60 (Long Appts)**

I, have read and understand the surgery policy.

Patient Signature:

Witnessed (Receptionist to sign): Date: / /