





35 Queens Parade, Clifton Hill VIC 3068 | P. 03 9088 3258 | F. 03 9088 3257
admin@thecranegp.com.au | www.thecranegp.com.au |   @thecranegp

Patient information: Managing Your Appointments at our Clinic

We aim to make appointment management simple and accessible. Patients may book, reschedule or cancel appointments using the options below.

AMS Connect App (recommended)

Download **AMS Connect** via:

- [Google Play Store](#)
- [Apple App Store](#)

Using the app, you can:

- Book, reschedule or cancel appointments
- View upcoming bookings
- Update your details

This is the most reliable and efficient way to manage your appointments.

Online Booking Portal

Appointments can also be managed via our [secure website](#):

Patients can:

- Book or cancel appointments

Please ensure your details are **current** to receive SMS reminders.

Contacting Reception

Phone: **03 9088 3258**

Our reception team can assist with:

- Booking or changing appointments
- Appointment enquiries
- Updating personal details

Appointment Booking Confirmation

When you successfully book an appointment, you will receive a confirmation SMS.

If you do not receive a confirmation SMS within **5 minutes** of booking, your appointment has not been booked.

Please contact reception on **03 9088 3258** for assistance.

SMS Appointment Reminders and Patient Responsibility

SMS reminders are sent to your registered mobile number **2 days before your appointment**.

If you do not confirm, a second reminder will be sent **1 day prior**.

When replying:

- Only the **first response** is recorded
- Reply **Y (Yes)** or **N (No)** only
- Additional responses are not registered
- **No confirmation SMS is sent after your reply**

Patients are responsible for ensuring their mobile number is current and for contacting reception or using the AMS Connect app to make any changes.

For reliability, we strongly recommend using the **AMS Connect app** to confirm or manage appointments.

Important

You will not receive reminders if you:

- Have toggled reminders **OFF**, or opted out of receiving SMS reminders from the clinic
- Are overseas without roaming enabled

Please note that as per our [fees policy](#), a DNA fee will be incurred if you:

- Fail to cancel within **2 hours of your appointment**
- Fail to attend your appointment
- Arrive later than **1/3 of your scheduled appointment duration**, eg:
 - 5 mins late for a 15 mins appointment
 - 10 mins late for a 30 mins appointment

Our Commitment

This system supports efficient care, reduces phone wait times and allows our reception team to assist patients with complex needs.

Thank you for your cooperation.