



Patient Information Sheet: Failure to attend your appointment (including late cancellation) and running late for your appointment

Failure to attend your appointment (including late cancellation)

- We understand that occasionally you may experience unforeseen circumstances where you may not be able to attend your appointment. Please reply NO to your appointment reminder to cancel your appointment or please kindly call our receptionist on 03 9088 3258 at least 4 hours prior to your appointment.
- Depending on the circumstances and your GP/nurse's discretion, you may incur a fee if you do not attend your appointment or fail to cancel/change your appointment at least 4 hours prior to your appointment. This fee is our Did Not Attend (DNA) fee listed on our [website](#) and must be paid before you can book any further appointments.

Running late for your appointment

- If you are running late for your appointment, please call our receptionist as soon as possible on 03 90883258 to advise. We will try our best to accommodate your appointment where possible.
- Your GP/nurse usually has another patient appointment scheduled after yours - they may not be able to see you if you are late beyond a certain time because it is clinically unsafe to rush through the appointment with you and it is unfair to make the next patient wait.
- The table below shows the cut-off time where your GP/nurse can no longer see you if you are late to your appointment.
- Please note that your GP/nurse has the right to charge a fee if your appointment is cancelled because you were late. This fee is our Did Not Attend (DNA) fee listed on our [website](#) and must be paid before you can book any further appointments.

Appointment duration	Your GP or nurse is unable to see you if you are late beyond
15 minutes	>5 minutes
30 minutes	>10 minutes
45 minutes	>15 minutes

If you have any other questions, please drop us a line via our website's contact [form](#).