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Patient Information Sheet:

Non-Attendance (Did Not Attend – DNA), Late Cancellation & Running Late Policy

At The Crane General Practice, we understand that unexpected circumstances can arise and appreciate that life doesn't always go to plan.

When you book an appointment, that time is reserved exclusively for you. Missed appointments, late cancellations and significant late arrivals prevent other patients from accessing care and impact our ability to provide timely, high-quality healthcare.

At a Glance

- **Cancel or reschedule at least 4 hours before your appointment.**
- **Arrive on time**
 - If you arrive more than one-third of your appointment duration late, your appointment may not be able to proceed.
- **Appointment reminders are a courtesy only.**
 - They are not guaranteed and should not be relied upon as your only reminder.
- **Attending or cancelling your appointment is ultimately your responsibility.**
- **A Non-Attendance Fee may apply** if you:
 - do not attend your appointment;
 - cancel with **less than 4 hours' notice**;
 - arrive too late to be seen

Important: Appointment reminders are sent as a courtesy only. **Not receiving a reminder does not cancel or change your appointment, nor does it exempt you from the Non-Attendance Policy.** Patients remain responsible for attending or cancelling their appointment with at least **4 hours' notice**.

Cancelling or Rescheduling Your Appointment

If you are unable to attend your appointment, please notify us as soon as possible.

Appointments can be cancelled or rescheduled by:

- Replying **NO** to your SMS reminder (where available);
- Using the **AMS Connect App**; ([Apple IOS](#)), ([Google Android](#))
- Using our [online booking portal](#); or
- Calling reception on **(03) 9088 3258**.

To avoid a Non-Attendance Fee, appointments must be cancelled or rescheduled **at least 4 hours before** the scheduled appointment time.

Appointments cancelled with **less than 4 hours' notice** are considered **late cancellations** and will incur a Non-Attendance Fee.

Running Late?

If you think you may be running late, please contact reception as soon as possible.

Your GP or nurse will always try to accommodate you where clinically appropriate. However, they also have other patients booked after you. To ensure safe, high-quality care and minimise delays for other patients, they may not be able to see you if you arrive significantly late.

If you arrive more than **one-third of your appointment duration late**, your appointment may need to be cancelled and treated as a Non-Attendance.

Appointment Duration	Unable to be Seen After
15 minutes	More than 5 minutes late
30 minutes	More than 10 minutes late
45 minutes	More than 15 minutes late

Where clinically appropriate and at your GP's discretion, your appointment **may** instead be converted to a telehealth consultation. This cannot be guaranteed and depends on the nature of your appointment and the GP's clinical judgement.

Appointment Reminders

As a courtesy, our clinic sends appointment reminders where possible.

Although we make every reasonable effort to send reminders successfully, they rely on third-party telecommunications and messaging services and **cannot be guaranteed**.

Examples of circumstances that may prevent you from receiving or responding to appointment reminders include (but are not limited to):

- Telecommunications or mobile network outages
- SMS delivery delays or service interruptions
- Overseas travel or international roaming not being enabled
- Poor mobile reception
- Your phone being switched off, out of battery or without signal
- Incorrect or outdated contact details
- Messages being filtered as spam or blocked by your device
- Mobile device or software issues
- Calendar or reminder application failures
- Forgetting your appointment

This list is **not exhaustive**.

Please note: Where a telecommunications or mobile network outage has prevented you from contacting the clinic or receiving appointment reminders, we encourage you to seek any available compensation or reimbursement directly from your telecommunications provider or the responsible party, as these events are outside the clinic's control.

Appointment reminders are provided as a courtesy only. Responsibility for attending your appointment or cancelling it with at least 4 hours' notice remains with the patient.

Exceptional Circumstances

We recognise that genuine emergencies and exceptional circumstances can occur.

Requests to waive a Non-Attendance Fee may be considered on a case-by-case basis by clinic management and, where appropriate, your treating GP.

Examples may include:

- Medical emergencies;
- Hospital admission; or
- Other exceptional circumstances beyond your reasonable control.

Please email us and attach supporting documentation so that our management team can review your case in a fair manner.

Need Assistance?

If you believe you may be late or are unsure whether you can attend your appointment, please contact our reception team on **(03) 9088 3258** as early as possible.

We will always endeavour to assist where reasonably possible while ensuring fairness to all patients and maintaining appointment availability for the wider community.

Thank you for helping us provide timely, high-quality care to everyone.