



Did Not Attend Policy

Last Updated July 2023

Ravenswood Family Practice is committed to ensuring that our patients receive the highest quality of care as soon as possible by ensuring excellence in all aspects of our practice. When a patient does not attend their appointment, it creates an impact on other patients and our admin team.

Whilst we understand that sometimes things happen and you cannot make your booked appointment we do ask that, you please contact our practice to cancel this appointment. We do require a minimum of two hours for cancellations in order for us to ensure that someone else who needs our care can use the appointment time.

In some circumstances, the doctor will take into account the reasoning given by the patients.

Repeat offenders will not be accepted and may receive a permanent suspension.

A \$40.00 fee applies

That is non-Medicare rebatable

PROCEDURE

When a patient does not attend the booked appointment, our reception team will call the patient or a SMS will be sent out. The \$40.00 fee will be applied; this invoice will be emailed or posted if reception has failed to get a hold of the patient. The patient will not be able to make any further appointments until said fee has been paid.

****This policy applies to patients that fail to notify us if they are unable to attend their appointment (no show) or to patients who cancel their appointment within the notice period.*