\*AS OF THE 1ST OF SEPTEMBER 2019\*

**Branyan Clinics Practice Policy**

**regarding continual missed appointments**

**Patients must give a minimum of 2 HOURS’ NOTICE for all cancelled or rescheduled appointments.**

**Our policy**:

**First Missed Appointment:** Our reception staff will contact the patient by phone reminding them of our policy on missed appointments and a letter is sent to patient advising them of our policy.

**Second Missed Appointment:** An invoice for $40 will be forwarded to the patients. This Fee is not refundable through Medicare & must be paid prior to making further appointments.

Continued missed appointments may incur further $40 fees; this will be charged at the discretion of the doctor and may result in possible refusal to make any further appointments.

**Please note that if extenuating circumstances arise, this may be taken into consideration.**

All new patients are given our Practice Brochure when completing New Patient Forms. Our Practice Brochure notifies patients that our clinic does have a fee policy relating to patients not attending appointments and late cancellations.