

Non Attendance and Cancellation Policy**Arriving late**

We understand that delays can happen, however we must try and keep the other patients and doctors on time.

Patient appointments are reserved exclusively for you. We schedule appointments for one patient, dedicating our resources to that patient for that time slot.

If you are running late please contact the office at the earliest opportunity on (02) 9526 1133.

Cancellation and Missed Appointments

We respect that your time is valuable and we appreciate that you understand that ours is too.

Our staff will aim to place a courtesy reminder call or SMS to you prior to your appointment. If you do not receive your reminder call, your appointment remains your responsibility to attend or reschedule at least 24 hours in advance.

Please advise us as soon as possible if you cannot attend an appointment. Appointments are in high demand and your early cancellation will allow the time to be reallocated to someone who is in need of treatment. Since we turn away other patients to hold your appointment, any missed appointments or cancellations with less than 24 hour's notice may result in a cancellation fee.

We have a 24 hour cancellation policy

If you need to cancel your appointment:

- Please call the practice on (02) 9526 1133
- Please email the practice on reception#@sydneyouthoms.com.au

The first time a cancellation is made within a 24 hour period prior to the time of the booked appointment, the patient will be given the opportunity to re-book (with no cancellation fee applied).

Any subsequent cancellations or missed appointments within the 24 hour period may result in a cancellation fee.

We may also reserve the right to charge the cost of consultation/treatment upfront before making another appointment. Please understand that we consider this a last resort, with a real motivating factor being our concern for the quality of service we are able to provide.

Cancellation and No show for Surgery

Due to the large block of time needed for surgery, last minute cancellations can cause inconvenience not only to the surgeon but the hospital and nursing staff.

If surgery is cancelled 48 hours prior to surgery, a 50% cancellation fee may be charged.

If surgery has been cancelled and prosthetics/implants have been purchased, full payment of prosthetic/implant will be charged.

(Please note: every individual circumstance will be considered before cancellation fee is collected).

We thank you for your cooperation and understanding.

Policy: Practice Management	Cancellation Policy	Review: Annually	Created: 1/06/2017	Approved: A/Prof David Sherring
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