

Cancellation & Non Attendance Policy

All practitioners at PainMedSA aim to provide the highest standard of patient care to individuals during their visit. In order to decrease waiting times and as a courtesy to fellow patients and clinical staff our practitioners maintain a strict *Cancellation and Non Attendance Policy* for all patients.

We understand that sometimes unexpected delays can occur, however if you are unable to make your scheduled appointment we ask that you contact PainMedSA with at least **two business days' notice** before your appointment. This allows others the opportunity to attend the clinic promptly and reduce the extensive wait times for all patients wishing to attend.

Please note that once you have booked an appointment with a practitioner it means that we have reserved time in the practitioner's schedule exclusively for you. Patients who do not attend their scheduled appointment without contacting PainMedSA at least **two business days in advance** will be charged a non rebateable and non refundable cancellation fee by the practitioner.

The amount of the cancellation fee will be equal to the gap payment of your scheduled appointment. For example, if the full consult fee was \$465.00, taking away the Medicare rebate of \$240.75, the cancellation fee in this example would be \$224.25. Please ask one of PainMedSA's staff for the cancellation fee that would apply to you as it differs from clinician to clinician. DVA Card holders will also be charged a non refundable and non rebateable fee equal to the gap payment as above.

You can cancel or reschedule an appointment by calling PainMedSA on (08) 8340 7733, if necessary you may leave a detailed voicemail message and we will return your call as soon as possible.

Failure to pay the cancellation fee will result in debt collection being undertaken and no further appointments or procedures will be booked until the outstanding fee is paid in full. You will also be required to pay a deposit to hold your next appointment.

Missed appointments without advance notice and/or failure to pay the cancellation fee will result in discharge from PainMedSA at our discretion. No further appointments will be offered with any practitioners within this practice.

Please note, by agreeing to an appointment at PainMedSA, you are also agreeing to this *Cancellation and Non Attendance Policy*.

Thank you for your understanding and cooperation.

PainMedSA Team

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