

## **Late Cancellation and Failure to Attend Policy**

Body Link Health Clinic is committed to providing the highest quality health care and achieving the best possible treatment outcomes for patients. Our patients are treated by highly qualified leaders in the field of chronic disease and injury management, ensuring optimal long-term treatment, management and education of all patients.

Due to the limited availability of appointment times, the following late cancellation and failure to attend policy applies to all patients;

1. By accepting an appointment time at the time the booking is made, the patient agrees to adhere to the late cancellation and failure to attend policy
  - 1.1. By accepting an appointment time at the time the booking is made, the patient acknowledges that any subsequent reminder phone calls or text messages are a courtesy service and that the late cancellation and failure to attend policy stands from the time of the initial booking, irrespective of any reminder services
2. Any appointment cancellation made with less than 8 hours' notice will incur a cancellation fee of 50% of the consult cost
3. Late cancellation fees must be paid within 7 days of the cancelled appointment
4. If the appointment is rescheduled at the time of cancellation, the late cancellation fee may be taken at the time of the new appointment
5. If the appointment is not rescheduled at the time of cancellation, all outstanding late cancellation fees must be paid prior to booking a new appointment
6. Failure to attend an appointment without cancellation will incur 100% of the consult fee
7. Failure to attend fees must be paid within 7 days of the missed appointment
8. All outstanding failure to attend fees must be paid prior to booking a new appointment
9. By signing the disclaimer on the New Patient Details form, all patients agree to these conditions

For further information regarding the Body Link Health Clinic Late Cancellation Policy, please email [matt.clarkson@bodylinkhealth.com.au](mailto:matt.clarkson@bodylinkhealth.com.au) or phone 0400 225 116.