



## DID NOT ATTEND POLICY

Updated February 2026

Parks Centre Family Practice is committed to ensuring that our patients receive the highest quality 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' notice for cancellation for us to ensure that someone else who needs our care can use the appointment time.

In some circumstances, the doctor will consider the reasoning given by the patients.

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

**A \$25.00 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 an SMS will be sent out. The patient gets two warnings and on the third failed attendance the \$25.00 fee will be applied, the invoice will be emailed or posted if the reception fails 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.*