

Remuera Medical Centre

Patient Appointments Policy

This is the Remuera Medical Centre policy for cancelled, missed (Did Not Attend) and late arrivals for appointments by patients.

Reasons for this Policy

- o Patients who fail to attend or are late for appointments they have booked, or who do not cancel with sufficient notice, cause additional work and loss of medical resources. Appointments are lost which could otherwise be made available to other patients. This can deny other patients access to doctor or nurse appointments when they need them.

Cancellations:

- o We understand that sometimes things may happen which mean that a patient cannot make their scheduled appointment. If this happens, we ask that patients notify Reception as soon as possible, so we can make the appointment available for other patients.
- o Reception is contactable at office@remueramedical.co.nz or by phone on 09 520 1565.
- o If a scheduled appointment is cancelled more than one working day prior to the appointment, the patient will not be charged a cancellation fee.
- o Appointments cancelled within one working day will incur a cancellation fee equivalent to the full applicable appointment fee.

Did Not Attend:

- o If a patient does not attend their appointment at the booked time, they will be charged the full applicable appointment fee.
- o Immigration medicals will be charged a re-booking fee equivalent to one standard consultation, payable on the day of the re-booked appointment.
- o Minor surgery or biopsies not attended will be charged at the full fee of the procedure. The full fee will also be charged again for any re-booked procedure.

Late Arrivals:

- o Our Doctors and Nurses aim to run on time for appointments. We ask that patients let us know if they are running late for an appointment.
- o If a patient arrives late for their appointment, this may mean that the usual 10 to 15 minute consultation time needs to be shortened for the patient, to ensure that other patients are not inconvenienced.

Title: Patient Appointment Policy	Date Developed/revised: FEB 2023	Approved by: RJ/PS	Review Date:
Reviewed Date:	Approved:	Reviewed Date:	Approved: