



# Hunter Children's Clinics Pty Ltd

## No-Show, Late, and Cancellation Policy

Current as of: 31<sup>st</sup> August 2022

### **Introduction:**

This policy outlines how Hunter Children's Clinics Pty Ltd manages appointment no-shows and cancellations to allow other patients to utilise the allocated time for their medical care.

### **Purpose and objectives:**

The purpose of this policy is to explain to patients, their families and carers how Hunter Children's Clinics Pty Ltd will respond to no show, late and cancelled appointments.

### **Scope:**

This policy applies to all patients or clients seen at clinics run by Hunter Children's Clinics Pty Ltd. The policy applies for patients seen by all clinicians.

### **Definitions:**

The organisation: Refers to Hunter Children's Clinics Pty Ltd

No Show: Refers to when a patient fails to arrive for a scheduled appointment.

Same Day Cancellation: Refers to an appointment that is cancelled at less than 24 hours before the scheduled time.

Late Arrival: Refers to any patient who arrives at the clinic 15 minutes after the scheduled time for their appointment.

**Policy content:**

It is the organisation's policy to monitor and manage appointment no-shows and late cancellations.

If it is necessary to cancel an appointment, patients are required to call at least 24 hours before their scheduled appointment time.

Notification allows the clinic to better utilise appointments for other patients in need of medical care.

Parents/carers should be notified of this policy at the time of scheduling an appointment.

This policy can and will be provided in writing to patients at their request.

For initial appointments:

- Appointments must be cancelled at least 24 hours prior to scheduled appointment time.
- Any cancellation which occurs within 24 hours prior to the scheduled appointment time or if the patient/client fails to attend the appointment, a

50% cancellation fee will be incurred. There is no Medicare rebate applicable to this cancellation fee.

- If the patient is usually a bulk billed, they will still incur a cancellation fee.
- If the patient or parent/carer is unwell and cannot attend an initial appointment, it will need to be rescheduled at the next available time which will be within the next twelve weeks.
- If an initial appointment needs to be rescheduled for any other reason, then it should be organised for as soon as reasonably possible within the doctor's schedule.
- If a patient fails to attend an initial appointment, or cancels within 24 hours, then the parent/carer can rebook, although the appointment offered may be in up to 12 months' time.
- In the event of three documented "no-show", or "same-day cancellations," of an initial appointment then we will write to the patient and referring doctor that we can no longer provide medical care for that patient.

For follow-up appointments:

- Appointments must be cancelled at least 24 hours prior to the scheduled appointment time.

- Any cancellation which occurs within 24 hours prior to the scheduled appointment time or if the patient/client fails to attend the appointment, a 50% cancellation fee will be incurred. There is no Medicare rebate applicable to this cancellation fee.
- If the patient is usually a bulk billed, they will still incur a cancellation fee.
- In the event a patient arrives late as defined by "late arrival" to their appointment and cannot be seen they will be rescheduled for a future appointment.
- For a "no-show" or "same-day cancellation", it is up to their parents/carers to contact the clinic and rebook the appointment.
- Prescriptions are not usually issued without an appointment.
- If an appointment has been cancelled and has been rescheduled, but the patient will run out of medication before the rescheduled appointment, a single prescription without any repeats can be issued to tie the patient over until the rescheduled appointment which may attract a prescription fee of \$40.
- Only a single tie over prescription can be issued and so the patient will need to attend the rescheduled appointment.
- If a patient or their parent/carer is unwell and cannot attend a follow up appointment, please let us know in advance, and a telehealth appointment

can be arranged. A subsequent face-to-face appointment will also be organised within four weeks. Prescriptions can be issued during the telehealth consultation to last until that face-to-face appointment.

- If a patient is unable to attend subsequent face-to-face visits, then the parent/carer may be requested to pay the consultation fee in advance of any further consultations or prescriptions being issued.
- In the event of a patient incurring three documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from our care.

**Related policy and procedures:**

Prescriptions Policy Hunter Children’s Clinics Pty Ltd

**Policy review statement:**

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of the organisation and current legislation requirements.

**Approvals:**

Date of approval: **31<sup>st</sup> August 2022**

Date of review: **31<sup>st</sup> August 2023**