

Cavendish Road Clinic

Practice Did Not Attend and Cancellation Policy

1. Introduction

Cavendish Road Clinic charges a Did Not Attend fee (DNA).

The DNA fee is applicable where a patient does not give a minimum of two hours' notice to cancel an appointment or does not attend the appointment. There is no Medicare rebate for a DNA.

1.1. DNA Fees

The practice DNA fees are:

- First occurrence
 - Standard appointment: \$50
 - Long appointment: \$100
- Second occurrence
 - Full consultation fee for appointment booked
- Third occurrence
 - Full consultation fee for appointment booked

Along with the third occurrence, the Practice Manager will make contact to discuss whether Cavendish Road Clinic remains the most appropriate place for your ongoing care.