



CANCELLATION POLICY

Macquarie Respiratory and Sleep is committed to providing all of our patients with exceptional care.

Our doctors want to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen.

We respect that your time is valuable and we appreciate that you understand ours is too.

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance.

The first time a cancellation is made within the 24 hour period prior to the time of the booked appointment, the client will be given the opportunity to re-book (with no financial penalty applied).

Any subsequent cancellations by/for the same client that occur within the 24 hour period will be referred to the Practice Manager and may result in a cancelled booking fee of \$50.00 being applied.

This fee needs to be paid prior to booking next appointment and is not claimable with Medicare or health funds.

Please call our rooms on **9812 3709** or email reception@mqrs.com.au at least 24 hours prior to your scheduled appointment to **notify us of any changes or cancellations**. To cancel a **Monday** appointment, please call our office by 2pm on **Friday**.

If there are circumstances beyond your control which prevent you from cancelling your appointment with sufficient notice you should let us know as soon as possible.

Thank you for being a valued patient and for your understanding and cooperation as we institute this policy.

This policy will enable us to open otherwise unused appointments to better serve the needs of all patients.

