



## Late Cancellation and Failure to Attend Policy

Complete. is a centre of excellence committed to providing the highest quality care and achieving the best possible treatment outcomes for patients. Our patients are treated by a team of international leaders in the field of injury, against an advanced framework that promotes faster healing and better long-term results for difficult to treat injuries.

Due to our long appointment waiting lists, the following late cancellation and failure to attend policy applies to all patients.

- 1) By accepting an appointment time at the time the booking is made, the patient agrees to adhere to the late cancellation and failure to attend policy
  - 1.2) By accepting an appointment time at the time the booking is made, the patient acknowledges that any subsequent reminder phone calls or text messages are a courtesy service and that the late cancellation and failure to attend policy stands from the time of the initial booking, irrespective of any reminder services
- 2) Any appointment cancellation made with less than 24 hours' notice will incur a cancellation fee of 50% of the consult cost
- 3) Late cancellation fees must be paid within 7 days of the cancelled appointment
- 4) If the appointment is rescheduled at the time of cancellation, the late cancellation fee may be taken at the time of the new appointment
- 5) If the appointment is not rescheduled at the time of cancellation, all outstanding late cancellation fees must be paid prior to booking a new appointment
- 6) Failure to attend an appointment without cancellation will incur 100% of the consult fee
- 7) Failure to attend fees must be paid within 7 days of the missed appointment
- 8) All outstanding failure to attend fees must be paid prior to booking a new appointment
- 9) By approving the Patient Details form, all patients agree to these conditions

For further information regarding the Complete. Late Cancellation Policy, please email [info@complete.clinic](mailto:info@complete.clinic) or phone (03) 9882 2020.