



POLICY DOCUMENT

MISSED APPOINTMENTS

The Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd trading as Nhulundu Health Service is committed to the delivery of high quality, cost effective, health and wellbeing services. Due to the increasing number of Doctor Appointments that are being booked and the client failing to attend, the policies below have been introduced

Appointment Confirmation Policy

A missed appointment is defined as an appointment that you do not show up for or an appointment that you provide less than 2 hours' notice to cancel or reschedule.

Please confirm your appointment. We will contact you multiple times prior to your appointment by text or by phone call. You must reply to one of these contacts to confirm your appointment.

It is as easy as responding YES or NO and "send". Please note you can also call our office on the day and inform us of your need to cancel, reschedule or to confirm.

If you have not confirmed your appointment at least 2 hours prior to your appointment, we reserve the right to reschedule you.

Late arrivals

Please keep in mind that we maintain a very full schedule. Even one patient running late can impact the schedule of the entire clinic. Please call us and let us know if you are running late so we can manage accordingly.

Did not Attend Policy

Under this policy, if a client fails to attend three (3) appointments without good reason, then no further appointments will be booked for that client in a six (6) month period.

Clients will be notified, in writing, after each missed appointment.

Nhulundu Health Service makes every effort to remind its clients of an upcoming appointment. Please help us by updating the receptionist of any changed contact details.

If you are unable to make your scheduled appointment, please notify reception at your earliest convenience to ensure the appointment is filled, and allow us to rebook your appointment.

Your cooperation in this matter is gratefully appreciated.



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