

Version	Effective	Next review	Document owner	Approved by	AGPAL
1.0	06 / 07 / 2026	06 / 07 / 2027	Practice Manager (Iminder)	Iminder Nandha	C1.5 · GP1.2

1. Purpose

Missed appointments prevent Donnybrook Family Doctors from offering that appointment slot to another patient who needs care. This policy sets out DFD's expectations around cancellation notice and the fee that applies when the required notice is not provided, to ensure all patients can access GP services in a timely way.

2. Definitions

Term	Meaning
No-show	A patient who does not arrive for a scheduled appointment and does not cancel with at least 2 hours' notice.
Short appointment	A Level A or Level B appointment (6 or 15 minutes) — see the DFD Appointment Booking Times Cheat Sheet.
Long appointment	A Level C, D or E appointment (30, 45 or 60+ minutes), procedure appointment, health assessment, or care plan — anything 30 minutes or longer.

3. Cancellation notice

If you cannot attend a scheduled appointment, please give DFD at least **2 hours' notice** so the appointment can be offered to another patient. You may cancel by:

- Phoning reception on (08) 9731 1888 during opening hours (Mon–Fri 7am–5pm, Sat 8am–1pm)
- Cancelling via HotDoc from the reminder SMS or the HotDoc app
- Emailing info@dfdoctors.com.au — noting that email is not monitored for urgent changes after hours

4. No-show fee

Appointment type	Duration	No-show fee
Short appointment	6 or 15 minutes	\$20
Long appointment / procedure	30 minutes or longer	\$40
Repeated no-shows	3 or more in 12 months	Practice Manager review — may result in discontinuation of care per DFD Discontinuation of Care letter

5. Exceptions and waivers

DFD understands that emergencies and unexpected circumstances happen. The fee may be waived on a case-by-case basis where the patient contacts reception and provides a valid reason. Examples include:

- Sudden illness of the patient or a dependent that prevented notice
- Bereavement or family emergency
- A workplace, road or transport emergency outside the patient's control
- Miscommunication or system error on DFD's part

Decisions on waivers are made by the Practice Manager. Repeated waiver requests without documented reason will not be granted.

6. Payment of no-show fees

- The no-show fee is billed to the patient's account. Any future appointment can only be scheduled once the fee has been settled or a waiver approved.
- The no-show fee is not Medicare-billable — it is a private fee payable by the patient.

- Payment methods: EFTPOS at reception, phone card payment, or by arrangement with the Practice Manager.
- Reception advises the patient of any outstanding fee at the time of booking their next appointment.

7. How this policy is communicated to patients

- Displayed at reception on the DFD noticeboard
- Included in the DFD New Patient Form (patient acknowledgement)
- Published on the DFD website — donnybrookfamilydoctors.com
- Confirmed in the HotDoc appointment reminder SMS: "Please give 2 hours' notice if you need to cancel!"
- Explained by reception when a new patient books their first appointment

8. Repeated no-shows

If a patient has **three or more no-shows in a 12-month period**, the Practice Manager will review the account and may:

- Issue a written warning letter setting out the pattern and reminding the patient of the notice requirement
- Discuss the pattern with the patient's treating GP
- In extreme cases, initiate a discontinuation-of-care process per the DFD Discontinuation of Care Letter
- The Practice Principal (Dr Nina Nandha) is consulted before any decision to discontinue care

9. Related documents

- DFD Appointment Booking Times Cheat Sheet
- DFD Reception Procedure Manual
- DFD Discontinuation of Care Letter
- DFD Billing, Medicare & Bulk-Billing Policy
- DFD Patient Complaints Handling Procedure

10. Approval

Document owner	Iminder Singh Nandha (Practice Manager)
Approved by	Iminder Singh Nandha
Signature	
Date approved	06 / 07 / 2026
Next scheduled review	06 / 07 / 2027

v1.0 · Effective 06/07/2026 · Next review 06/07/2027 · Owner: Practice Manager · Approved by Iminder Nandha