



## Non-Attendance / Cancellation Policy

The Know You Co is committed to providing timely and effective healthcare services to all patients. Late cancellations and failed attendance for appointments can result in inefficiencies and impact the quality-of-care TKYC delivers. This policy outlines the procedures and consequences related to late cancellations or failed attendance at appointments.

### Definitions

1. **Late Cancellation:** A cancellation made by the patient within 4 hours before the scheduled appointment time.
2. **Non-Attendance:** When a patient misses a scheduled appointment without prior notice, or provides notice within an unreasonable period (i.e, <10 minutes before the appointment) and does not show for the appointment.
3. **'Early Appointments':** Appointments scheduled for commencement between 8am – 9:30am require notice of cancellation by **4pm the business day prior**.

### Policy

1. Distinctions are made between Late Cancellation and Non-Attendance to indicate the possibility of the contested appointment being offered to another patient. Hence, a patient will be treated as a Non-Attendance if they provide unreasonable notice, e.g <10 minutes before the appointment, as it would be highly unlikely that TKYC would be able to fill the appointment.
  - a. This distinction is at the discretion of the Practitioner and/or Practice Manager.
2. 'Early' Appointments require notice of cancellation by **4pm the business day prior** to their commencement to reflect that overnight cancellations may result in the appointment being unbooked and consequently resulting in early attendance by a Practitioner needlessly.
3. Appointment Confirmation: Patients are sent an SMS confirmation message through HotDoc 7 days prior to their appointment. A second SMS is sent 24 hours prior to the appointment. While TKYC makes all attempts to ensure HotDoc SMS confirmations are successfully sent, SMS confirmations are an additional reminder to the patient and responsibility remains with the patient to ensure they are aware of upcoming appointments regardless of whether a reminder message has been received.
  - a. For appointments scheduled on Mondays, the '24 hour' SMS is sent out on Fridays.
4. Late Cancellation: Patients are encouraged to provide a minimum notice period, typically 24 hours, for cancellation or rescheduling of appointments. Failure to provide notice outside of 4 hours prior to the consultation will be considered a late cancellation. Note Point 2 regarding appointments scheduled for 9:30am and earlier.



5. No show: If a patient fails to attend a scheduled appointment without prior notice, reception staff will make attempts to contact the patient to inquire about their absence and wellbeing, and to reschedule the appointment if required. Payment will be requested at the time of contact.
6. Instances of late cancellations or failed attendance will be documented in the patient's records, including date and time.

Appointment Time	Cancellation Requirement
Appointments scheduled for commencement for 9:30am and earlier	<i>Requires cancellation by 4pm the business day prior to their commencement.</i>
All other appointments	<i>Requires more than 4 hours' notice cancellation.</i>

## Outcomes

1. Patients will be charged according to the structure below:

Number of Occurrence	Action Taken
1 <sup>st</sup> Occurrence	<p>First and final warning. Advised of policy, procedure, and future actions to be taken if required. Documented in file.</p> <p>Charged 50% of the Full Appointment fee, depending on appointment duration scheduled. Not eligible for Medicare rebate.</p> <p><i>E.g) A 30-minute appointment is charged at \$225; Patient would subsequently be charged \$112.50</i></p>
2 <sup>nd</sup> Occurrence	<p>Charged 100% of the Full Appointment Fee, depending on appointment scheduled. Advise of policy and procedure, and future actions to be taken if required. Documented in file. Not eligible for Medicare rebate.</p> <p><i>E.g) A 30-minute appointment is charged at \$225; Patient would subsequently be charged \$225</i></p>

2. If a patient accrues 2 or more unpaid late cancellation/non-attendance fees, they will be asked to pay these fees prior to booking future appointments.



**Peter Yorke Building**  
Level 3, 173 Strickland Deakin  
ACT 2600  
ABN: 91 670 568 411

hello@theknowyouco.com.au  
02 5119 3010  
02 8313 5757  
theknowyouco.com.au

### Appeals Process

Patients may appeal any penalties imposed under this policy by submitting a written or verbal appeal to the Practice Manager(s). The appeal will be reviewed and discussed with the affected GP, and a response will be provided within a reasonable timeframe.

### Review and Revisions

This policy will be reviewed annually to ensure its effectiveness and relevance. Any necessary revisions will be made in consultation with the practice staff and management.