



Cancellation/DNA Policy

Purpose

Lane Cove Family Medical Practice is committed to promoting efficient and fair access to patient services.

From time to time, we may make changes to this policy. We will update this policy to reflect any changes. A copy of this policy is accessible on the practice website www.lcfmp.com.au and in hard copy from reception staff.

Policy

When you book your appointment, you are holding an appointment that is no longer available to other patients.

We understand that there will be times when you may no longer be able to attend a scheduled appointment. We ask that you contact the Practice on 9427 7622 OR reception@lcfmp.com.au as soon as possible and no later than two hours before your appointment to let us know if you can no longer attend.

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

Late Cancellations

We require a minimum of six hours' notice for any appointment cancellations.

Failure to provide sufficient notice may result in a cancellation fee, up to the full cost of the scheduled consultation.

Please note that cancellation fees cannot be claimed through Medicare or private health insurance.

DNA (Did not attend)

A minimum of four hours' notice is required to cancel or reschedule an appointment.

If you fail to attend your appointment or do not provide at least four hours' notice, a non-attendance fee may be charged—up to the full cost of the consultation.

Please note that this fee cannot be claimed through Medicare or private health insurance.

New Patients

All new patients are scheduled for a 30-minute consultation to ensure the doctor has sufficient time to conduct a thorough initial assessment.

To confirm your booking, a credit card is required to be securely placed on file at the time of scheduling. This is a one-time hold, and your card details will be removed upon your arrival at your first appointment.

As a courtesy, we will contact you by phone the day before your appointment to confirm your attendance. If we are unable to reach you, we will assume the appointment is no longer needed and may release the time slot to accommodate other patients.

Please note: A fee, up to the total cost of the consultation will be charged to your card if you fail to attend your appointment or cancel with less than six hours' notice.

All non-attendance, including new patients and cancellation fees must be paid in full before any future appointments can be booked. We appreciate your cooperation and understanding.