



At Northwest Health Medical Centre we see a large number of patients and due to an increase with no shows, we have to introduce a did not attend fee.

We are committed to providing quality patient care and that involves having appointments available for our patient's when needed.

When you do not show for your appointment without cancelling, there are a number of flow-on effects.

- The Did Not Attend patient takes the appointment off another patient who could have attended.
- Patients who are on the waiting list for cancellations may not be contacted in time to fill the available appointment
- It wastes reception resources diverting them from other duties

How are we helping you?

Patients who book online via Healthengine will be able cancel via the website and Healthengine will send you an email reminder on the morning of your appointment.

You will also receive a sms reminder 24hrs prior to your booking.

Why are we doing this?

Everyday reception receives numerous calls from our patient's wanting to book an appointment. Enforcing this rule is the way we can accommodate patients that need appointments, but miss out because others do not attend.

If you fail to attend, your appointment without cancelling, you will receive an email or a call from our reception team and there maybe a \$20.00 (weekday) or \$40.00 (weekend) fee payable before your next appointment.

Please remember if you no longer need your appointment call reception on Ph: 9678 4488 to cancel or reschedule.