

## **CANCELLATION/NO SHOW AND REFUND POLICY**

### **Cancellation/No-Show Policy**

Thank you for trusting your medical care with ROTAR HEART HEALTH. When you schedule your appointment with us we set aside enough time to provide you with the highest quality care. Should you need to reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show and Refund Policy below:

- Established March 23, 2021 any established patient who fails to show or cancel/reschedule an appointment and has not contacted our office with at least 24 hours' notice will be considered a No Show and may be charged \$25.00 fee.
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hours' notice second time may be charged a \$50.00 fee.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Practice Manager on +61 4 13 882 501, who may be able to waive your No-Show fee. You may contact Rotar Heart Health on 1300 R HEART (1300 743 278) anytime during our business hours Monday to Friday 9:00-18:00 and leave a message outside our business hours for us to contact you back as soon as we can.

### **Refund Policy**

For Non-MBS Services provided at Rotar Heart Health, patient is entitled to a full refund should the pre-paid services have not been provided due to:

- Appointment cancelled by clinic,
- Appointment cancelled by patient complying with the cancellation policy as stated above.

The above applies only to pre-paid services listed below:

- Blood Pressure Monitor
- Holter @ Home
- BP Monitor @ Home

This Policy may change time-to-time with the most updated version always available on our website at [www.rotarhearthealth.com.au](http://www.rotarhearthealth.com.au).