

Cancellation Policy

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please call or text Vanessa on 0405 085 031 or [email](#) us as soon as you know you will not be able to make your appointment. We can then simply make an alternative time.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call Vanessa on 0405 085 031 or [email](#) us as soon as you know you need to cancel. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

If the appointment is cancelled with at least 24 hours' notice a full refund is given. If an appointment is cancelled between 24 hours and 2 hours prior to the appointment time, a 50% of the consultation fee is charged.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 2 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, a no show or late cancellation will result in a full charge of the new patient fee, with no refunds.