No Show Fee Policy

Purpose:
To ensure fair access to appointments and discourage non-attendance, Renmark Medical Clinic charges a fee when patients fail to attend their scheduled appointments without adequate notice.

Policy Details

- **Fee Structure:**
  - **Standard Appointment:** $80
  - **Double Appointment:** $120
  - *Note: These fees are not covered by Medicare.*

- **Appointment Reminders:**
  - Patients are encouraged to record their appointment details at the time of booking.
  - SMS reminders are sent via Hot Doc, but these are not guaranteed due to potential system or internet outages.

- **Patient Responsibility:**
  - Patients must keep track of their appointments.
  - If an appointment is no longer required, patients must cancel with at least **four hours' notice**.
  - Cancellations can be made via the Hot Doc App, or by calling the clinic.

- **Consequences of Non-Attendance:**
  - If a No Show fee is charged, **all future appointments will be cancelled**.
  - The outstanding No Show fee must be paid before any new appointments can be made for the patient and any dependants.

- **Complaints Process:**
  - Any complaints regarding No Show fees should be sent to info@renmarkmedical.com.au.
  - All complaints will be investigated.
  - Patients will receive a response indicating whether the fee will be:
    - Removed,
    - Not removed, or
    - Forwarded for further investigation.

- **Rationale:**
  - No Show fees are charged to deter non-attendance and ensure appointment availability for other patients.