

Cancellation Policy for Patients

Late cancellations and missed appointments (DNA – Did Not Attend) significantly impact our ability to provide timely care to all patients. To ensure fair and efficient scheduling, we kindly ask that all patients observe our cancellation policy.

Appointment Confirmations

You will receive an SMS reminder **one week before** your scheduled appointment.

The message will ask you to:

- Reply **Y** to confirm your appointment
- Reply **R** to reschedule
- Reply **C** to cancel

Please respond to the SMS as promptly as possible, but **no later than 12:00pm on the working day before your appointment**.

If you do not have a mobile phone, we will seek to confirm your appointment by phone call.

If we do not receive confirmation by the deadline, **your appointment will be automatically cancelled**.

Late Cancellations & Missed Appointments

Scenario	Fee
Cancelled by 12:00pm the working day before	No fee
Cancelled after 12:00pm the working day before (Late Cancellation)	50% of the standard consultation fee
No cancellation and did not attend (DNA)	100% of the standard consultation fee

Important Notes

Future appointments can only be rebooked **once outstanding fees are paid**, and a **50% deposit** will be required to reschedule after a late cancellation or no-show.

Need to Cancel or Reschedule?

We understand things change. If you need to change or cancel your appointment, please let us know as early as possible by:

- Replying to your appointment SMS
- Calling us at **(02) 9009 5255**

Thank you for your understanding and cooperation.

We look forward to continuing your care at Alana Healthcare.