

THE
HOBART
CLINIC

Excellence in Mental Health

Cancellation Fees

Why do we have a cancellation fee

We respect that your time is valuable and we appreciate that you understand ours is too. The Hobart Clinic is committed to providing you exceptional care. There is an ever-increasing demand to see our doctors, unfortunately we have a limited number of consult appointment availabilities per day. When an appointment is scheduled for you, that time has been set aside for you and when it is missed, that time cannot be used to treat other patients who need our professional help.

When does the cancellation fee apply?

If you do not show for your appointment or notify us that you will be unable to attend your appointment before 9.30am on the business day prior to your scheduled appointment, the time that is allocated for your visit can not be used to treat other patients who are on the waiting list. If you fail to attend your scheduled appointment (no show), or do not cancel the appointment with adequate notice (no call or email) will incur a full cancellation fee.

If you cancel your appointment after 9.30am on the previous working day of your scheduled appointment, a cancellation fee will apply. This fee is not reimbursed by Medicare. You may appeal this decision by requesting a fee waiver form and returning it to us for consideration within 2 weeks of your appointment.

How to cancel your appointment

To avoid the cancellation fee please email the practice before 9.30am on the working day prior to your appointment at info@thehobartclinic.com.au.

Alternatively you may call us on 03 6247 9960, Monday to Friday, between the hours of 8.30am and 5.00pm. Cancellations made by telephone outside of these hours cannot be made as there are no administration services on site out of business hours.

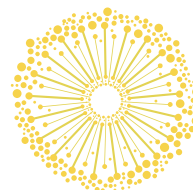
Note - Email is the most efficient way to contact us.

We do understand there may be extenuating circumstances when short notice cancellations may be unavoidable for unforeseen reasons, such as sudden debilitating or contagious illness, a death in the family or a similar matter that may prevent you keeping your appointment. In these cases we encourage you to contact reception staff as soon as possible to advise them of your situation. We do not regard work requests, changed social or parenting arrangements, for example, as sufficient to waive any cancellation fee.

In some circumstances, where a pattern of last minute cancellations or non-attendance emerges, further appointments will only be secured with pre-payment of the expected fees.

More information

If you have any questions about our cancellation processes, we encourage you to speak with our reception staff, who are more than happy to address your concerns.



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City:

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