

Alkimos Family Practice

Late arrival and cancellation policy

Late arrival

If you arrive more than 15 minutes past your appointment time, this will be considered a did not attend (DNA) and a **\$40 fee will apply**.

If you still wish to see a doctor, we can **OFFER** a walk-in appointment, this is dependent on how the doctor is running for time. If suitable, we will add you as a walk-in patient and one of our doctors will see you. **Please note:**

All walk-in appointments are privately charged regardless of age and concession

Walk-in appointments are charged a standard consult fee of **\$90.00 upfront**. Should the appointment run into a long consult or be considered “non-standard” for example: mental health care plans, MVA, WorkCover etc, the remaining fee will be charged after the consultation.

If a you hold a valid Medicare Card, our admin team will process your Medicare rebate for you.

Cancellations

GP Appointments cancelled or rescheduled with less than 2 hours’ notice will incur a **DNA fee of \$40**

Allied Health appointments cancelled or rescheduled with less than 24 hours’ notice will incur a **DNA fee of \$50**

Payments

We request all appointment fees be settled on the day of your appointment

Should you incur a DNA fee, no further appointments will be accepted until your accounts have been settled.

Thank you for your understanding and cooperation

Management.