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WEST LAKES
PHYSIO
SPORTS AND REHAB 

Cancellation and Rescheduling Policy

At West Lakes Physio, our goal is to provide the highest quality of care and rehabilitation through Physiotherapy treatments & supervised classes. Our Practitioners and group classes are often fully booked. 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 and late cancellation/rescheduling of appointments.

- If cancellation or rescheduling 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.
- To cancel or reschedule your appointment, we are contactable by telephone on **8347 2043**. Please leave a detailed message if you are calling out of business hours and we will return your call as soon as possible. You can also email us at admin@westlakesphysio.com.au or reply to your SMS confirmation message.

Late Cancellations and Rescheduling/No-Shows Fee

- A cancellation or reschedule is considered late when the appointment is changed less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling.
- The first time you miss, cancel or reschedule a Physiotherapy consultation or supervised class without providing the adequate notice, a note will be made in your file.
- All future missed appointments, late cancellations/rescheduling will incur a \$15 fee.
- If you have a permanent place in our Physio supervised class and fail to advise us of your cancellation in the required time on more than two occasions, we will cancel your permanent booking. Your time will be offered to a patient who is waiting to secure an ongoing booking. You will then need to book your classes when vacancies are available.
- Motor Accident Insurance and Workers Compensation Insurance will not cover charges for non-attendance. Any fee that is charged under this policy is required to be paid by the patient.

Thank you for your co-operation.