

# KAIPARA ULTRASOUND

## Cancellation Policy:

Date policy created	19/01/21
Purpose of policy	<p>To make it clear to patients, referrers and staff the repercussions of cancelling an appointment at late notice.</p> <p>Our goal is to provide quality health care to all our patients in a timely manner. 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 appointments.</p>
Appointment cancellation	<p>When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients and Kaipara Ultrasound staff, we ask that you call us as soon as you know you will not be able to make your appointment.</p> <p>If cancellation is necessary, we required that you call at least 24h in advance. Appointments are in high demand, an your advanced notice will allow another patient access to that appointment time.</p>
Short notice	<p>Cancellation within 24h of appointment.</p> <p>Or if the patient fails to present for their appointment without communication.</p>
Late for appointment	<p>If you are more than 10 minutes late for your appointment we may not be able to accommodate you. Cancellation fee may apply.</p>
Cancellation/No-show fee	\$50