

Fitzroy Foot and Ankle Clinic

Cancellation Policy



Scope

This document describes the cancellation policy at Fitzroy Foot and Ankle Clinic. We respect that your time is valuable and we appreciate that you understand ours is too. Our sessions are often fully booked, and if you fail to attend your appointment, our clinic loses money.

Cancelling your appointment

We have a 24-hour cancellation policy. This means that we would prefer if you could advise us 24-hours or more before the scheduled time of your appointment if you are unable to attend. This will allow us time to book another patient to your appointment time.

We understand that occasionally events occur that are out of your control, and you may not be able to attend your appointment, or advise us you cannot attend within 24 hours. If this is the case, please let us know.

If you make an appointment to attend Fitzroy Foot and Ankle Clinic and fail to cancel within 24-hours on three occasions, we will seek reimbursement for the third appointment that you have not attended. We believe this is a fair approach, and provides you with every opportunity to ensure you are aware of our cancellation policy.

How we seek reimbursement

In the event that we do seek reimbursement for the third missed appointment, we will send you an invoice to be paid. The reimbursement amount will be equal to the fee for the consultation that you have missed. If you have failed to attend an appointment to be given customised foot orthoses, we will seek reimbursement of the fee for the customised foot orthoses, plus the associated consultation fee.

If the invoice remains unpaid after 90 days, we will seek to have the debt collected through an external agency.

To make a complaint

If you would like to make a complaint or discuss our cancellation policy please contact the clinic at info@fitzpod.com or on (03) 9485 8000 and we will do our best to address your complaint.

If you are unsatisfied with the response or outcome, you can contact the Australian Health Practitioner Regulation Agency (<http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>).

Contact details

Glen Whittaker and Sophie Ryan are the important contact persons.

Email: info@fitzpod.com

Ph: (03) 9485 8000

Fax: (03) 9485 8011

Web: www.fitzpod.com