

Effective July 2018

Non-attendance and Late Cancellation of Appointment Policy

The National Health Co-op (NHC) has introduced a fee for members who do not attend their scheduled appointment, or give insufficient notice of cancellation.

NHC requests that all appointments are to be cancelled prior to 8.45am on the day of appointment. This allows the appointment to be reallocated to those in need.

To lessen the significant financial impact on the NHC a fee of \$40 applies to non-attendance and late cancellations. Patients will be unable to access NHC services until the fee is paid.

We understand circumstances beyond your control can arise which prevent you from attending your appointment or cancelling within the requested time frame. If you feel there are special circumstances regarding your late cancellation, please email reception@nhc.coop and a member of the Administration Team will be in contact with you.