



## No Show/Cancellation Fee - Tasmania Imaging

Tasmania Imaging understands that circumstances can change and appointments may need to be rescheduled. However, to ensure we can continue to provide timely access to care for all patients, we have the following policy in place:

### Scope

This policy applies to all patients of Tasmania Imaging who either fail to attend their scheduled appointment or cancel with less than two hours notice.

### Why This Policy Exists

In response to the increasing demand for appointments, missed or late cancellations reduce availability for other patients in need of care. This policy helps us maintain access to timely services and respect the time of our staff and fellow patients.

### Cancellation & No-Show Fee

An **\$80 - \$100** non-refundable fee will apply in the following situations:

- If a patient fails to attend their scheduled appointment (no-show).
- If a patient cancels with less than two hours notice prior to their appointment time.

### Appointment Reminders

As a courtesy, Tasmania Imaging sends an SMS reminder the 48 hours prior to your scheduled appointment, asking you to reply 'Y' to confirm.

Please note:

- Our SMS system does not accept cancellations or responses such as "N" or "No".
- If you need to cancel or reschedule, you must call the clinic directly - [0363643866](tel:0363643866).
- If we do not receive confirmation via SMS, we will typically follow up with a phone call on the afternoon prior to confirm your attendance.

**Please remember: It remains your responsibility to attend, reschedule, or cancel your appointment, even if you do not receive a reminder.**

### Important Information:

- This fee is clearly communicated at the time of booking.
- The fee will be added to the patient's file and must be paid before any future appointments can be scheduled.
- Payment can be made in-clinic or over the phone.
- The \$80-\$100 fee is not eligible for a Medicare rebate.

We appreciate your understanding and cooperation. This policy helps us minimize avoidable appointment gaps and continue offering high-quality care to all our patients.

For any questions, please contact our friendly team on [0363643866](tel:0363643866) or at [reception@tasmaniaimaging.com.au](mailto:reception@tasmaniaimaging.com.au)