



## **Western Colorectal Booking and Cancellation Policy**

We understand your time is valuable — and we deeply appreciate your respect for ours. Our practice is committed to offering timely consultations, especially for urgent or complex cases. To provide equitable access to care, we kindly ask that you inform us as early as possible if you are unable to attend a scheduled appointment or surgical procedure. This allows us to offer that time to another patient in need.

### **1. Appointment Reminders and Confirmation**

- You will receive an SMS reminder 3 days (72 hours) prior to your appointment.
- If we do not receive confirmation by the specified time, your appointment may be cancelled and offered to another patient on our waiting list.

### **2. Cancellations and No-Shows (Clinic Appointments)**

- Cancellations or no-shows within 48 hours of the scheduled time are considered late cancellations.
- In the case of a late cancellation or no-show:
  - Any future appointments must be paid in full at the time of booking.
  - This prepayment is non-refundable if there is another late cancellation or no-show.
  - This policy ensures that appointment slots are used effectively and fairly across our patient group.

### **3. Procedure and Surgery Bookings**

- To secure a place on the procedural or surgical list, a deposit is required at the time of booking.
- This is typically equivalent to the known gap and will be applied toward your final surgical fee.
- This deposit is non-refundable if the procedure is cancelled within 7 days of the surgery date.

- If you are self-funding the procedure (i.e., not claiming through insurance):
- The full procedural fee must be paid in full more than 7 days prior to the surgery date.
- Failure to pay in full by this time may result in cancellation of your procedure.

#### **4. Exceptions for Medical Emergencies**

We acknowledge that genuine emergencies and unexpected medical issues may arise. If you are unable to attend your appointment or scheduled procedure due to a medical emergency:

- Please contact the rooms by telephone as soon as possible.
- We may request medical documentation and will assess each situation on a case-by-case basis.
- Cancellation fees may be waived at our discretion.

#### **5. Summary of Financial Terms**

Thank you for your understanding and support in ensuring that we can continue to provide timely, high-quality care to all our patients. If you have any questions or require clarification, please contact our rooms directly.