



## DR JAMES A CHURCHILL

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A UNSW School of Clinical Medicine Teaching Practice

## Cancellation Policy

### Purpose

Churchill Urology (ABN: 29373273297) (**the Practice**) is committed to promoting efficient and fair access to patient services.

From time to time, we may make changes to this policy. We will update this policy to reflect any changes. A copy of this policy is available in hard copy from reception staff.

### Policy

When you book your appointment, you are holding an appointment that is no longer available to other patients.

We understand that there will be times when you may no longer be able to attend a scheduled appointment. We ask that you contact the Practice on (02) 5520 2222 as soon as possible and no later than 24 hours before your appointment to let us know if you can no longer attend.

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

### Late Cancellations/No-Shows

Failure to provide the requested notice or failure to attend an appointment may attract a cancellation fee of \$50. There are no rebates available for a cancellation fee.