



*Millhouse Integrative Medical Centre
12 Millhouse Drive, NorthPark, Auckland 2013*

New Policy for Missed Consultation
March 2019

When patients do not arrive for an appointment, or cancel with very short notice, they leave a doctor free at a time when that appointment could have been used for someone else.

A policy to cover this situation has been adopted at Millhouse Medical Centre and at other practices in our area.

MIMC is a very busy practice, and a patient not arriving for an appointment or cancelling at the last moment means an appointment cannot be allocated to someone else.

The doctor will now invoice a patient for a 'missed consultation', that is one for which they did not arrive at all, or for which they gave less than two hours' notice of cancellation. This change was announced in the monthly newsletter and is signposted in the clinic and on the website.

If exceptional circumstances prevail, patients may contact our Practice Manager on 537 4980, for reconsideration.

Reception now requires **at least 2 hours'** notice if a patient cannot attend an appointment; if this is not given and no exceptional circumstances apply, the fee will be invoiced.

Richard Coleman
Owner

Lisa Leat
Practice Manager

Millhouse Integrative Medical Centre