



Peter Y.
Milne

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**Vascular &
Endovascular Surgeon**

CANCELLATION / NO SHOW POLICY

1. Appointments

We understand that in today's hectic world, unplanned issues come up for all of us. However, we respectfully request that you cancel your scheduled appointment by phone or email a minimum of 24 hours in advance.

If your appointment is not cancelled at least 24 hours in advance you will be charged a \$50.00 cancellation fee.

2. Deposit Policy

Written quotations are provided when you book in for your procedure.

- Surgical appointments require a \$200 deposit.

The amount will be credited towards your final out of pocket costs.

3. Surgery

Due to the large block of time required for procedures / surgery, and the difficulty in filling vacancies at short notice, last minute cancellations can cause issues and are an added expense for the practice.

If your surgery is not cancelled at least 7 days in advance, this will result in forfeiture of your deposit.

4. Scheduled appointments

Should you arrive late for your appointment, Mr Milne will do his best to see you, however if you are over 15 minutes late without contacting us, your appointment may need to be rescheduled.

Please feel free to ring the office 30 minutes prior to your appointment to see if Mr Milne is running on time.

***** ALL Saturday & Thursday appointments require at least 10 days notice of cancellation*****

NB: Medicare and your Private Health Insurance will not cover the cost of any cancellation fees.

Our aim here is to open otherwise unused appointments for our patients, not to collect missed appointment fees. Your cooperation and consideration are appreciated.

Phone: (03) 9509 - 9055

Fax: (03) 9576 - 1391

Email: manager@pymilne.com.au