

Hunter Orthopaedic Surgery: Cancellation Policy

We understand that rescheduling appointments is sometimes necessary. We respectfully request 24 hours' notice for cancellations or rescheduling of appointments or for Monday appointments, notice to be given before 12.30pm on the Friday prior to your appointment.

Appointments with both Dr Nixon and Dr Osborne are in high demand and if you forget, cancel or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time.

Cancellations can be made by responding to your reminder text message or phoning the rooms on 02 4933 3776 or emailing admin@hunterortho.com.au.

A cancellation fee will apply in the following circumstances.

For patients who have a demonstrated history of cancelling and / or rescheduling appointments (as determined by HOS Staff) regardless of whether greater than 24 hours notice was given.

The following will apply:

- Prepayment of consultation will be collected at time of booking if this is within 4 weeks or HOS staff will ring 7-14 days prior to the appointment, to collect payment. This amount will be applied to your invoice when you attend for your appointment, so no payment will be required on the day, if you are entitled to receive a Medicare rebate we will send this through to Medicare after you see the doctor.
- If we are unable to contact you to take payment, we reserve the right to cancel your appointment.
- If the appointment is cancelled or rescheduled by you. A Cancellation Fee will apply, being the amount of the fee for the consultation booked. A receipt will be issued at the time of cancellation or rescheduling. You will be unable to claim any rebate from Medicare, as you were not seen by the doctor.