



Late Cancellation and No-Show Policy

Mermaid Family Practice is committed to providing exceptional care to our patients in a timely manner.

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. To be respectful of your fellow patients, if you are unable to attend your appointment, please cancel or reschedule at least 2 hours prior to your appointment time.

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time. Please be aware of our policy regarding missed appointments.

Late Cancellations/No-Shows If cancellation is necessary, we ask that you call at least 2 hours in advance to notify us.

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time. A cancellation is considered late when the appointment is cancelled less than 2 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, you will be charged the cancellation fee/no show fee of \$50.

How to Cancel Your Appointment You can cancel your appointment at any time up to 2 hours prior to your appointment without incurring any fees by one of the following 3 ways:

1. Online :go to our website at www.mermaidfamilypractice.com.au, click the Book Online button click Manage My Appointments, select the appointment you are cancelling and click Cancel Appointment
2. on the AMSConect App : open the AMSConect App, select My Appointments, select Cancel My Appointment

3. Phone our Reception Team on 61756061759 .Please be aware that we will not accept appointment cancelled via email