



No-Show Policy & Timeous Cancellation

Dear Patient

Arriving on time for your appointment respects your healthcare needs, the GP's time and effort to meet those needs, the administrative staff who schedule appointments, and other patients seeking to have their healthcare needs met. As you experience from our service and philosophy, our approach is patient-focused, kind, compassionate, skilful and proficient, aimed at providing respectful and affirming care to everyone. We ask for your partnership in extending that experience to everyone by respecting time.

Per our Terms & Conditions, which you agree to when you engage our services, our no-show policy is as follows;

1. We reserve the right, at our discretion, to charge an administrative fee to a patient who does not arrive at their appointment on time and fails to cancel the appointment with reception with reasonable notice.
2. We can accept cancellations on booked appointments **up to two hours in advance**. Cancellations are made by calling reception or by email. No other cancellation method is accepted.
3. Any appointments not attended and not cancelled two hours in advance are subject to an administrative charge of R455.
4. Reception will attempt to contact patients who missed appointments to rebook at a convenient time.

We are available to explain this policy at any time and to provide it in the waiting area for you to read at your leisure.

Thank you for your cooperation and understanding.

Yours in health

Drs Tomson, Laskov & Associates