

Late Patient Policy

We understand that delays can happen and we always try to be flexible. However, to ensure fairness to all and to keep appointments running on time, the following policy applies.

1. Arrival Time

- Please arrive **at least 10 minutes before** your scheduled appointment to allow time for check-in and any required paperwork.

2. Arrival Within 10 Minutes of Appointment Time

- You may still be seen **at the doctor's discretion**.
- Your consultation **may be shortened** to minimise delays to other patients.

3. Arrival More Than 10 Minutes Late

- Your appointment may need to be **shortened, rescheduled, or cancelled**, at the doctor's discretion.
- Where appropriate, you may be offered the **next available appointment**, or placement on a **waiting list**.

4. Impact on Care

- Late arrival may limit the doctor's ability to address all concerns.
- **Urgent or complex issues** may require a new appointment to be booked.

5. Exceptions

- Consideration may be given in circumstances such as:
 - Medical emergencies
 - Elderly or vulnerable patients
 - Factors outside the patient's control (e.g. accidents or public transport delays)
- All exceptions are at the **doctor's or practice manager's discretion**.

6. Repeated Late Attendance

- Patients who are frequently late may be required to reschedule future appointments or discuss their appointment needs with practice management.

Important Notes

- If you believe you will be late, please contact the clinic as soon as possible. We will do our best to accommodate you. Please also note that doctors may occasionally run late due to factors such as patients arriving late, consultations running longer than expected, IT issues, or the need to attend to urgent inpatient or doctor matters.

Thank you for your understanding and cooperation in helping us provide timely care to all patients.