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### Cancellation & No Show Policy

We value the health and wellbeing of our community at Rehab Wise Physiotherapy. We also appreciate time – both yours and ours. Running our practice efficiently allows us to help more people achieve their physical goals.

This cancellation policy was created out of respect for the time of our clients and our physiotherapists.

In order to provide the best service possible, we promise to do our part by always giving you our full and undivided attention. But that means that if there is a no-show or Late-Cancellation, our physiotherapists are left waiting in their office when they could have been treating someone else.

For us to continue to offer such a high-quality service, we need you to do your part, too. Please be aware that the clinic requires reasonable notice for cancellations and the rescheduling of appointments.

To avoid wasting anyone's time, you may be liable to a cancellation fee if you do not provide sufficient notice to our administration team within the stated timeframe.

If you are no longer able to attend your appointment, please call 24 hours in advance to avoid being charged.

We ask that you aim to be 5 minutes early if you are a new patient so that you can fill out any Patient Information/Cancellation forms.

### Individual Consultations

\*Including Private appointments and those funded by Workcover, Third Party Insurance and Medicare (EPC).

All clients must provide our administration team with at least 24 hours notice if unable to attend their scheduled appointment. If you are absent from your appointment or allow fewer than the required 24 hours notice, \$50 fee will apply — except in the case of emergency, illness, and Covid symptoms.

### Terms and Conditions

- All patients will be given one warning of the cancellation policy.
- We do not benefit financially from you not attending your appointment, we *want* you to attend your appointment so that we can help you achieve your physical goals! This Cancellation fee is our way of ensuring that *both* our needs and your needs are met.
- We reserve the right to request pre-payment on arrival or before an appointment for those who are frequently absent/repeatedly late to cancel.
- In extreme cases, continued dismissal of our attendance policy may result in a client being unable to make future appointments at Reload. We hope to avoid this as much as possible, but it is our opinion that a client-physio relationship must demonstrate mutual respect.
- In most cases, Workcover insurance companies, as well as Third Party Insurances, Medicare, and other third parties will not pay for Late Cancellation fees, so it is up to the client to manage the charge themselves.
- Exceptions may be made for immediate emergencies only, (eg. medical emergencies, car breaking down on the way), at the clinic's discretion. This *does not* include last minute work commitments, family commitments, change of plans, forgetfulness, etc.
- Please do not rely on SMS reminders - they are a complimentary service and are not foolproof. We consider it your responsibility alone to remember your appointment. (Please feel free to ask for an appointment card with the time and date, at reception.)

For more information, call us on: 4198 0097 or chat with us at reception.



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