

SHMP missed appointment policy is to try and reduce the amount the non- attendance of patients for their doctor appointments.

SHMP has an appointment reminder system BPCOMMS which will send a SMS text message to the patients phone the day prior to the appointment time or the Friday before the Monday timeslot.

Patients can also ask for a written card reminder also at time of making their appointments (if in person)

A missed appointment is defined as.

- not attending an appointment or
- failure to notify that pt will be unable to attend appointment or
- cancelling an appointment within 2 hours of appointment time (unless there is a valid emergency)

Missed Appointment Procedure:

1. Step1: First missed appointment will result in a “Missed Appointment” letter which outlines our policy
2. Step 2: advises next missed appointment will result in a \$75.00 administration charge, no further appointments can be made at the practice until this fee is paid.

Once the admin fee has been paid the patient can resume making appointments however if there is another missed appointment thereafter there is no letter sent, only a missed appointment fee will be charged.

The Administration fee must be completely paid prior to any further appointments being booked. SHMP unfortunately does not accept part payments.