

NO SHOW PROCEDURE

- At Mediclinic, we care about your health. One of the ways we can meet your healthcare needs is to provide appointments with our physiotherapists in a timely manner.
- Consistent attendance to all therapy sessions is very important and last minute cancellations/no shows are highly discouraged. Please arrive for your appointment on time. If you are more than 15 minutes late for your appointment, you may be asked to wait until your therapist is available, or more likely, to reschedule your appointment and have a cancellation recorded for that day.
- One 'no show' appointment will result in your removal from future scheduled appointments (unless justifiable circumstances have been communicated). You would then need to call on the morning of the day you wish to come in for physiotherapy and see what is available.
- In the event that you must cancel an appointment, you will need to call at least 24 hours in advance. This notice is necessary in order to reallocate the time slot to other patients awaiting an appointment.
- The accumulation of two cancellation and one no show appointment will result in removal from the therapy programme. You would then need to obtain a new order from the referring physician before any further appointments can be scheduled.

We appreciate your cooperation in helping us help you and others.