

# East Side Recovery Cancellation Policy for TMS, Psychiatric and Counselling Services

At East Side Recovery, we are committed to providing the highest quality care and service to our patients. To ensure that we can accommodate all our patients' needs, we have established the following cancellation policy for TMS, Psychiatric and Counselling Services.

## Appointment Cancellations and Rescheduling:

1. **Advance Notice:**
  - We require at least 48 hours' notice for any cancellations or rescheduling of TMS, Psychiatric and Counselling Service appointments. This allows us to offer the appointment slot to another patient in need.
2. **Late Cancellations:**
  - Cancellations made with less than 48 hours' notice will incur a cancellation fee. This fee helps to cover the costs associated with the missed appointment and ensures that we can continue to provide high-quality care to all our patients.

## Cancellation Fees:

1. **Less Than 48 Hours' Notice:**
  - A cancellation fee of \$100 will be charged for any TMS, Psychiatric or Counselling service appointments cancelled with less than 48 hours' notice.
2. **No-Show Appointments:**
  - If a patient does not show up for their scheduled appointment and fails to provide any notice, the full fee of the appointment will be charged.

## Late Arrivals:

1. **Arriving Late:**
  - We understand that unforeseen circumstances can cause delays. If you anticipate being late for your appointment, please call our office as soon as possible. If you arrive more than 15 minutes late, we may need to reschedule your appointment to ensure adequate time for your treatment. In such cases, a late arrival fee of \$100 may be applied. Depending on the service you may be offered a shorter service appointment.
2. **Impact on Treatment:**
  - Arriving late may affect the quality and effectiveness of your treatment. To ensure you receive the full benefit of your session, we encourage all patients to arrive on time.

## Exceptions:

1. **Medical Emergencies:**
  - We understand that emergencies can happen. In the case of a medical emergency or other unavoidable circumstances, the cancellation fee may be waived at the discretion of the clinic management. Documentation may be required.
2. **Weather-Related Cancellations:**
  - In the event of severe weather conditions that make it unsafe to travel, the cancellation fee may be waived. Please contact our office as soon as possible if weather conditions are a concern.

**How to Cancel or Reschedule:**

1. Contact Information:
  - To cancel or reschedule an appointment, please call our office at 03 9762 1991 or email us at [enquiry@eastsiderecovery.com.au](mailto:enquiry@eastsiderecovery.com.au). Be sure to provide your name, appointment date and time, and reason for cancellation or rescheduling.
2. Confirmation:
  - You will receive a confirmation of your cancellation or rescheduling request. Please ensure you receive this confirmation to avoid any potential cancellation fees.

**Important Notes:**

- Billing: Cancellation fees will be billed to the patient and must be paid prior to scheduling any future appointments.
- Repeated Cancellations: Patients with repeated late cancellations or no-shows may be required to prepay for future appointments or may be discharged from our care.