Cancellation Policy

Our goal at Discover Health is to provide quality dietetic care to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space in our calendar that is no longer available to our other clients. In order to be respectful of your fellow clients and your practitioner, please call reception on 03 9431 4337 as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call **at least one business day (24 hours)** in advance. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call reception on 03 9431 4337, between the hours of Monday to Friday 9am – 5pm and Saturday 9am – 2pm.
If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

SMS Reminders

You will receive an SMS reminder 48 hours prior to your appointment. Clients with Monday & Tuesday appointments will receive a reminder on the Friday & Saturday prior.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than **one business day (24 hours)** before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the patient **50% of the appointment fee.**

Please note, Medicare and/or health insurance rebates are not applicable to cancellation fees, as a service was not delivered.

We appreciate your understanding as to why we charge a cancellation fee for cancelled/missed appointments. If you have any queries about your account or cancellation charge, please do not hesitate to contact our friendly administration team.

Kind Regards,

Discover Health