

Automatic Cancellation Policy

(commencing 10/01/2024)



All appointments in Dr Roberts' clinic need to be confirmed at least 2xbusiness days prior to the booked appointment. The required prepaid deposit must also be paid at least 2xbusiness days prior to the booked appointment. Failure to meet either of these requirements will lead to the automatic cancellation of the booked appointment with the then available appointment being offered to a patient on Dr Roberts' waitlist.

Please see the below table for further details regarding appointment deadlines.

CLINICS	CONFIRMATION REQUIRED BY
Tuesday Morning Telehealth Clinic	12 PM (midday) on Friday
Wednesday Morning Telehealth Clinic	12 PM (midday) on Monday
Thursday Morning Telehealth Clinic	12 PM (midday) on Tuesday
Friday Morning Telehealth Clinic	12 PM (midday) on Wednesday