



Monique Bailey & Associates

Renal and Clinical Dieticians / Renale en Kliniese Dieetkundiges

258 B Jean Avenue, Centurion

012 644 1003 - 082 870 6652

admin@dieticianathealth.co.za

Cancellation and Missed Appointment Policy

Our goal is to provide quality individualized dietary advice in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to a dietician. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need dietary advice.

Cancellation of an Appointment

In order to be respectful of the needs of other patients, please be courteous and call @ Health Dieticians promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of dietary advice. If it is necessary to cancel your scheduled appointment, we require that you call at least **24 hours** in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to a dietician.

How to Cancel Your Appointment

To cancel appointments, please call 012 644 1003. If you do not reach the receptionist, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time.

Late Cancellations:

A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice.

No Show Policy:

A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show."

- First missed appointment: there will be no charge
- Follow up appointments: R 150 fee will be billed to your account or Medical Aid. This cannot be claimed back from your Medical aid