

Cancellation Policy

Clause 6.4 of our Terms and Conditions states:

If the client or the claimant cancels or reschedules an appointment or fails to attend, a cancellation fee will be applicable. The cancellation fee will be dictated in accordance with our cancellation policy and fee schedule. The applicable fee will be determined by the type of service, the notice period (if applicable) and may include fees associated with travel or any other expenses incurred by Red Health.

The table below provides further information on fee types, and how they are calculated and when the fee may apply.

Should you require a quotation, please request it via accounts@redhealth.com.au

Fee Type	Description
Non-Attendance	Applies to any appointment where it is not attended i.e., no show. The fee may include preparation time undertaken as advised by the Medical Consultant.
Late Cancellation	Applies to any appointment cancelled or rescheduled with less than 2 full business days' notice. Specific Medical Consultant may have different notice periods for cancellation. This will be outlined in the booking confirmation. The fee may include preparation time undertaken as advised by the Medical Consultant.
Late Reschedule	If referral documents are not provided by the requested due date, the Medical Consultant may request to reschedule the appointment and a cancellation fee may be applicable.
Non-Standard Referrals e.g., Abuse, NDIS etc	Up to 50% of the service fee may be applicable as per the description for Non-Attendance and Late Cancellation. The fee may include preparation time undertaken as advised by the Medical Consultant.
Travel Related Expenses inc. flights, accommodation, transport, etc	Up to 80% of the service fee may be applicable if the appointment is cancelled with less than 5 full business days' notice or where the appointment is not attended. The fee payable for travel related expenses will be determined by factors such as the number of appointments impacted by non-attendance or late cancellation, any available refunds, or credits, and may include a \$50 administration fee to allow for Red Health's time to cancel or amend travel arrangements.
Neuropsychological Referrals	Up to 100% of the service fee may be applicable if the appointment is cancelled with less than 8 full business days' notice or where the appointment is not attended.

Court Evidence	Applies when a court appearance is cancelled with less than 10 full business days' notice. The fee may vary depending on the time allocated for the hearing plus any preparation time undertaken as advised by the Medical Consultant.
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