



**Ultrasound  
Orewa**

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## Missed Appointment and Cancellation Policy

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

### Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. To be respectful of your fellow patients, please call Ultrasound Orewa 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 12 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

If you are more than 10 minutes late for your appointment, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your appointment for another time that is convenient to you.

### How to Cancel Your Appointment

If you need to cancel your appointment, please call us at Ultrasound Orewa, any time, you may leave a detailed voicemail message outlining the appointment you are cancelling. Alternately reply to your confirmation text message.

### Late Cancellations/No-Shows

A cancellation is considered late, when the appointment is cancelled less than 12 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 a \$50 missed appointment fee.