

Terms and Conditions of Registration at Alpha Medical Centre:

- **Zero Tolerance Policy** – Whilst we welcome your feedback and comments; this practice has a zero tolerance towards abusive or threatening behavior directed towards patients or staff. This includes shouting, swearing, threats, name calling, racist comments and inappropriate gestures.
Without exception those who fail to adhere to this policy will be required to leave the clinic immediately – police assistance may be called. Medical records will then be transferred to another medical centre of your choice.
- **Recall service** – The practice operates a recall system for review consultations and/or procedures. Please inform reception if you would prefer not to be contacted when recalls are due.
- **Results** - If your test results require further action you will be contacted by reception or nursing staff to make a follow-up appointment. Results will NOT be given out over the telephone under any circumstances for privacy reasons. If your results do not require any further action you will not receive a call from the clinic.
- **Cancellation Policy** – Alpha Medical Centre requires patients to give a minimum of 1 hour notice for all cancellations. An initial missed appointment will result in a warning letter. Subsequent failures to attend will incur a fee of \$30.00.
- **Bulk Billing Exceptions** – Alpha Medical Centre is primarily a bulk billing practice, however some services do not attract a Medicare rebate and will incur a private fee, for example; TAC, Work Cover, medicals.