



Mt Wellington

Family Health Centre

At Mt Wellington Family Health Centre, we have introduced systems, including text reminders, to assist you in managing your appointments (reminders are not sent for appointments booked within 24 hours).

However, we understand that life can be unpredictable. If you are unable to attend your scheduled appointment, please notify us by phone at 09 570 2999 at least 1 hour prior. This allows us to offer the appointment slot to another patient in need.

If you fail to provide at least 1-hour notice or do not attend your appointment, you will receive a text or phone call reminder of this policy from our reception team, and your file will be marked with a DNA entry.

Upon a second occurrence, you will be charged 100% of the full consultation fee.

For frequent DNAs, future appointments may require advance payment, which will be retained as a cancellation fee if you again fail to notify us within the specified timeframe or do not attend.

Thank you for your cooperation and understanding.