

BHC Iron Infusion DNA Policy

QPP-11-CS



1. DNA (Did Not Attend) Policy

The Iron Infusion Clinic at Belvidere Health Centre is a multidisciplinary, standalone community-based GP led service with dedicated nursing staff. Each procedure together with the observation period and GP discharge is booked for a one-hour period.

Missed appointments or last-minute cancellations result in costs to our business and disadvantages to other patients that could have benefitted from the appointment time slot. To ensure efficient use of our staff resources and time, patients are requested to provide at least 3 hours' notice to cancel or reschedule appointments. This will also provide adequate opportunity for the session time to be made available for other patients.

- Without the requested notice, a cancellation fee of **\$70** may be charged to the patient in line with the **cancellation policy**.
- This fee needs to be paid prior to making another appointment.
- These fees are non-rebatable through **Medicare**.

2. Avoid becoming a DNA

If you cannot attend or no longer need an appointment, please let us know in advance. Preference, of course, is for the practice to know in advance so we can offer the appointments to other patients in need.

If you need to cancel an appointment you can do this in any one of the following ways:

1. In person at the **Reception Desk**
2. Telephone: **08 6253 2100**