

Did Not Arrive (DNA) Policy

Belvidere Health Centre

SOP-18-CS



1. Introduction

Belvidere Health Service is committed to providing the best possible service to all patients. We are generally fully booked and when a patient doesn't attend an appointment, it means another patient misses out. We want to be able to continue our service in the community, so please be mindful of other sick patients and give cancellation notice if you cannot attend your appointment.

We keep record of all **late cancellations** and **missed appointments** and we understand that mistakes do happen and that appointments can be forgotten or overlooked. However repeated offences are unacceptable.

Patient non-attendance of a booked appointment impacts on the clinic in the following ways:

- The DNA patient takes the appointment slot of another patient who could have attended.
- Increases waiting time for appointments.
- The time and personnel required to follow-up and rebook DNA patients diverts practice staff from other duties and is therefore a waste of resources.

2. DNA occurs when:

- An appointment is not attended.
- The patient has not contacted the practice in advance to cancel it or
- where the cancellation is so late that it makes it impossible to allocate that time to another patient who needs treatment.

3. APPLICABLE DNA FEE

Due to the high demand for bulk billing appointments and the high number of non-attendances and cancellations for GP appointments, we will charge the following fees an appointment that is not attended or not cancelled within 2 hours of the appointment time.

- If **2 standard appointments** are missed by yourself and/or your dependents within a 12-month period, **a fee \$30 is charged**.
- This fee needs to be paid prior to making another appointment.
- These fees are non-rebatable through Medicare.

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4. How to 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**
3. **Online**-only applies if the appointment was booked online.