



Robina Town Medical Centre | Easy T Medical Centre

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Robina Town Medical Centre - Did Not Attend (DNA) Policy

Purpose:

This policy outlines the procedure for managing appointments when a patient does not attend or fails to provide sufficient notice of an appointment cancellation.

The aim is to ensure appointment availability, fairness to all patients and efficient use of staff time dealing with the DNA.

Definition:

A **Did Not Attend (DNA)** occurs when a patient

- Fails to attend a scheduled appointment without notifying the reception they are not attending
- Arrives too late for the appointment to proceed as doctor has next patient arrived. Doctor can decide whether or not to see or reschedule the late patient
- Cancels with less than 1 hr notice of non-attendance

Action: Reception mark appointment as DNA and record reason. Reception can double book with another patient only if the time has not passed.

A **Cancelled appointment** occurs when a patient

- Rings and cancels or moves appointment with 1 hr or more notice

Action: Reception cancel the appointment so the appointment is available for patients to book online or via reception

Patient Responsibilities:

Patients are expected to:

- Attend appointments at the agreed date and time.
- Notify the practice as per DNA or cancellation policy if they need to cancel or reschedule.
- Provide at least 24 hours' notice for cancellations where possible when they receive the text message

Procedure Following a DNA:

First DNA

- The appointment will be recorded as a did not attend.

Second DNA

- The missed appointment will be documented as did not attend and noted on the patient general notes

Third DNA

- The appointment will be recorded as did not attend

Action: Reception notify Management that a patient has had 3 DNA appointments with the same provider.

Action: Manager emails patient to say patient has been taken off online booking ability due to DNA's, explaining DNA and cancellation policy and failure again may mean the doctor will no longer allow appointments with that patient to continue.

Late Arrivals:

Patients arriving more than **5 minutes** late may need to have their appointment rescheduled if there is insufficient time to complete the consultation before the next arriving patient. Reception will ask the doctor do they still want to see the patient or does the patient need to reschedule. Reception will deal with the patient as per doctor's instructions.

The practice recognises that emergencies and unforeseen circumstances can occur. Each situation will be considered individually, and exceptions may be made at the discretion of the doctor.

All missed appointments, late cancellations and communication with patients regarding attendance will be documented in the patients file.

Policy Review

This policy will be reviewed periodically to ensure it remains appropriate and reflects current doctors values.