Unanderra Family Practice

**Did Not Attend (DNA) and Late Arrival Policy**

At Unanderra family practice we appreciate that everyone’s time is valuable and we try to book appointments appropriately to ensure patients are given the time they require, and to help the doctor’s day run on time.

* If a patient is unable to attend appointment we expect them to advise us prior to their appointment time. Ideally, this should be at least 30 minutes before their scheduled appointment time.
* If the patient has not arrived within 15 minutes of their scheduled appointment time (or by the end of their appointment time, for appointments scheduled at shorter intervals – i.e. 10 minute vaccine appointments), the patient will be marked as DNA.
* Reception staff are then to call the patient as a courtesy, to check on their welfare and to offer another appointment time. If this is the patient’s first DNA, reception staff are to advise the patient of our DNA policy, and inform the patient that if this occurs again, they will be charged a fee equal to 50% of the consult that they missed.
* If the patient DNA a subsequent appointment, they will be required to pay the above fee, prior to being able to book future appointments. The patients file will be made ‘inactive’, which will disable them from booking consults online, until the fee is paid.
* Reception must write this information in the patients file. Any contact attempts should be listed in the patients ‘notes’ section, and the specific details regarding outstanding payment should be listed in the ‘appointment notes’ section of the patients file.

\*\*\*DNA fees will always be at the doctor’s discretion, reception must check with doctor before charging\*\*\*

\*\*\*If a patient arrives late to their appointment time, and half of the allocated time has passed (i.e. 10 minutes or more late to a 20 minute appointment) it will always be up to the discretion of the provider if they will still be able to see the patient for an appointment at that time. Any late arrivals should be noted down in the appointment book, so that staff are aware.\*\*\*

If the patient has not arrived within 15 minutes of their scheduled appointment time (or by the end of their appointment time) – mark as DNA.

Reception staff to call patient and offer to rebook an appointment.

Remind them of DNA policy (if 1st DNA, explain that this is a warning).

If the patient DNA a subsequent appointment, they will be required to pay a few equal to 50% of consult fee for the appointment that they missed.

Reception to:

* Mark patients file as inactive.
* Write information about pending fee in ‘appointment notes section’.
* Document any contact attempts under ‘notes’.

Reviewed and Updated: March 2024