

“Did Not Attend” (DNA) Policy

Last updated 05 December 2022

In this document “we” or “us” means the Doctors at Hyde Park Medical Centre and includes where the context permits, the Doctor’s staff, (medical and non-medical) and any service company engaged by the Doctors to assist in the administration of the Medical Centre.

1 Purpose

Hyde Park Medical Centre (HPMC) is committed to ensuring that the best possible service is provided to all patients.

Patient non-attendance at a booked appointment adversely impacts on practice staff and patients in the following manner:

- The “Did Not Attend” (DNA) patient takes the appointment slot of another patient who could have attended.
- The time and personnel required to follow-up and rebook DNA patients diverts staff from other duties and is therefore a waste of resources.

Consistent application of the DNA policy by doctors and staff plays an important role in encouraging patients to assist in ensuring that Doctors’ and staff’s time is managed as efficiently as possible.

This policy relates the handling of DNA’s and outlines the expectations of patients and staff in the management of these instances.

2 Policy

A DNA occurs when:

- an appointment is not attended;
- the Patient has not contacted the Medical Centre in advance to cancel it or
- cancel with less timing required by our notice period, which makes it difficult for the Medical Centre to allocate that appointment to another Patient who needs treatment.

Notice Period

- For General Practitioner (GP) appointment, 2 hours’ notice prior to appointment time is required.
- For Specialist appointment, 24 hours’ notice prior to appointment time is required.

“No Show/Late Cancellation” Fee

In the event that a patient does not attend (DNA) an appointment for the first time then the following process will be undertaken: The appointment will be recorded as a DNA and no further action will be taken.

If a patient does not attend (DNA) for two appointments within a 12 months period, they will be sent a letter of suspension of services with an invoice for “No Show/Late Cancellation” fee. This letter will see patient’s access to all services suspended until accounts are paid.

For GP appointments, we will charge a fee of

- \$35 per appointment (<=15 minutes appointment slot)
- \$70 per appointment (> 15 minutes appointment slot)

For Specialist, we will charge a fee of

- \$50 per appointment

DNA fees are not Medicare rebateable.

There may also be the possibility of permanent suspension from the practice at the Doctors’ discretion for repeat offenders.

Avoid Becoming a DNA

If patient cannot attend or no longer need an appointment, they are required to advise the Medical Centre in advance.

The Doctors of Hyde Park Medical Centre understand that mistakes do happen and that appointments can be forgotten or overlooked. In such cases, the Doctors will take into account the reason given by patients. However repeated offences are unacceptable.

Preference, of course, is for your Doctor to know in advance so your Doctor can offer the appointments to other Patients in need. If patient needs to cancel an appointment, they can do this in any one of the following ways:

- In person at the Reception Desk
- Telephone: 02 9283 1234

Reducing DNAs

As a Practice, we are doing their utmost to reduce DNAs as much as possible.

If patient make an appointment, we would suggest that Patients’ record/document the date and time in a way that can be easily accessed – in a diary, on a calendar or on a mobile phone.

HPMC uses SMS reminders as a convenient way to remind patient the day before of their appointment details. This service is a courtesy only and not receiving SMS reminder is not a valid reason for patient to miss their appointment.

It is patient’s responsibility

- to be aware of their appointment details, and to arrive on time or reschedule with sufficient notice.
- advise the Medical Centre of any change to their contact details