

## **PATIENTS WHO DO NOT ATTEND APPOINTMENTS POLICY AND PROCEDURE**

### **Purpose**

This policy governs the management of patients who do not attend appointments they have booked (DNA).

### **General**

Patients who fail to attend for appointments they have booked cause unnecessary work, but more seriously, hold an appointment slot which could be offered to other patients. This not only results in potentially denying another patient access, but also results in lost revenue where that appointment time cannot be reallocated. DNAs fall into two categories; new patients and existing patients. The following policy is to be followed with patients who DNA:

- **New Patients.** When a new patient does not attend their first appointment and does not notify the practice of their impending non-attendance, they will be charged for the appointment.
- **Existing Patients.** When an existing patient fails to notify the practice and does not attend an appointment, that patient will be charged for the missed appointment. If a patient notifies the practice within 60 minutes of an appointment and that appointment cannot be otherwise filled, that patient will be charged for that appointment. If a patient notifies the practice outside of the 60 minute time frame that they will not be attending the appointment they will not be charged.

If it remains a regular occurrence, regardless of the patient being invoiced, the patient may not be offered further appointments and may be asked to leave the Practice and collect their notes.

All patients who call between 7.00am and 7.45am to cancel a same-morning appointment (7.30am to 8.30am inclusive), will not be charged.

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## Late Patients

If a patient does not arrive within their allocated 15 minute appointment slot they will be marked as a DNA on the appointment template in MEDTECH, and they will be charged for the missed appointment. If a patient arrives after their 15 minute allocated appointment slot the receptionist will find out the reason why the patient is late, speak with the GP or Practice Nurse, and leave it up to the GP's or Nurse's discretion to determine if seeing the patient will impact significantly on the other patients waiting.

If the GP or Nurse agrees to see the patient, the receptionist will remove the DNA from the patient's record and inform the patient to wait until they are called. If the GP or Nurse can't see the patient, then the receptionist will inform the patient that unfortunately the GP or Nurse can't see them now and they will be charged for the missed appointment.

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## **Patient Notice**

This notice is to be placed on the web site, Manage My Health, TV in reception, our charging schedule, with each new enrolment form.

It is important to attend any appointment you have booked with the Medical Centre as appointments are in limited supply. If you do not attend an appointment, this is an appointment we cannot allocate to someone who needs it.

It is the policy of Ropata Health to charge all patients for any consultation that they Do Not Attend and would normally be charged for.

If you notify the practice anytime up to 60 minutes prior to the appointment time, you will not be charged.

If you notify the practice anytime between 7.00am and 7.45am to cancel a same-morning appointment (7.30am to 8.30am inclusive), you will not be charged.

If you notify the practice anytime less than 60 minutes prior to the appointment time, you will be charged if we cannot allocate that appointment to another patient.

If you do not attend an appointment, and do not notify the practice of your intention, you will be charged for the appointment.

If you are late for your appointment and the Doctor or Nurse is unable to see you, you will be charged for the appointment.

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