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. The following policy is to be followed with patients who DNA:

- **Registered/Travel Patients/ Companies**. When a 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 (7am to 8am inclusive), will not be charged.

Late Patients

If a patient does not arrive within the first 10 minutes of their allocated appointment slot they will be marked as a DNA on the appointment template in Medtech Evolution, and they will be charged for the missed appointment. If a patient arrives after the 10 minute allocated allowance within the 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 at this time, and they will be charged for the missed appointment.

Document Name	DNA Policy and Procedure
Document Number	Doc_122
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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 the full consultation price 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 (7am to 8am 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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