

Did Not Arrive (DNA) Policy

1. Purpose

This policy provides clear guidance for managing situations where patients fail to attend appointments without giving prior notice. It ensures fairness, consistency, and supports effective use of clinical time.

2. Scope

Applies to all patients of the practice.

3. Policy Statement

- Missed appointments (DNAs) result in lost clinical time, reduced access for other patients, and financial loss to the practice.
 - Patients are expected to notify the practice if they cannot attend.
 - The practice will manage DNAs fairly, taking into account individual circumstances (e.g., vulnerable patients).
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4. Definitions

- **DNA (Did Not Attend):** Patient does not attend their booked appointment and has not contacted the practice in advance.
 - **Late Cancellation:** Appointment cancelled within less than 2–4 hours of the scheduled time.
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Did Not Attend (DNA) Appointment Policy

Policy Statement

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Definitions

- **DNA (Did Not Attend):** When a patient does not attend their booked appointment and has not contacted the practice in advance.
 - **Late Cancellation:** When an appointment is cancelled less than 2 hours before the scheduled time.
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Process

- **First DNA:** Recorded in the Patient Management System (PMS). Patients will be advised of the DNA policy. No charge will be applied unless otherwise specified.
- **Second DNA:** Recorded in the PMS. Patients will be reminded of the DNA policy. No charge will be applied unless otherwise specified.
- **Third DNA:** Recorded in the PMS. A DNA fee (equivalent to the usual consultation fee) will be charged. The fee may be waived in exceptional circumstances.
- Patients with complex needs (e.g., mental health issues, transport difficulties, or social vulnerability) will be supported, and alternative approaches considered.

Policy enquiry should be directed to the Practice Manager at,
practicemanager@stalbansmc.co.nz