

NON-ATTENDANCE POLICY – DNA (updated 18th May 2023)

Royal Street Dermatology is committed to ensuring that the best possible service is provided to all our patients. We understand that it can sometimes be difficult to get an appointment with our Dermatologists however, one thing that makes this increasingly difficult to overcome is the problem of non-attendance (DNAs).

It is disappointing when an appointment is not utilised when a patient does not turn up and has not contacted the practice to cancel the appointment in order for it to be allocated to another.

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

- The DNA Patient takes the appointment slot of another patient who could have attended.
- Increases waiting time for appointments.

DNA Policy

A DNA occurs when:

- an appointment is not attended;
- the patient has not contacted the practice in advance to cancel it or
- where the cancellation is so late that it makes it impossible to allocate that time to another patient who needs treatment.

DNA Fee - \$150

Due to the high number of non-attendances and cancellations for appointments, we will charge the following fees if the appointment is not attended or not cancelled within 24 hours of the appointment time.

\$150 - This fee will need to be paid prior to booking any future appointments.

If you have 3 DNAs, a letter of discharge from the practice will be issued. In this instance you will be formally discharged from the practice, no further appointments will be accepted and you will be returned to the care of your referring GP.

This decision has been made to encourage attendance and adequate cancellation notice to allow access for other patients awaiting medical care.

Avoid Becoming a DNA

If you cannot attend or no longer need an appointment, please let us know in advance.

We understand that mistakes do happen and that appointments can be forgotten or overlooked. In such cases, the practice will take into account the reason given by patients. However repeated offences are unacceptable.

Preference, of course, is for the practice to know in advance so we can offer the appointments to other patients in need.

If you need to cancel an appointment you can do this in any one of the following ways:

(1) Telephone: 08 9413 1800

(2) Replying to the SMS sent to confirm your appointment (afterhours)

Reducing DNAs

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

If you make an appointment over the telephone, 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.

A sms message is sent 48 hours prior to your appointment detailing the date and time of your appointment. Please reply to this message when you receive it to confirm that you are attending or contact the Practice to cancel or reschedule.

It is the patient's responsibility to:

- Advise the practice of any change to their contact details
- Cancel their arranged clinic appointment or reschedule with reasonable advanced notice.

To help us improve the system and make more appointments available for patients to book routinely, please adhere to our Practice Policy.