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“Did Not Attend” (DNA) Policy

Last updated 23/1/2023

In this document “we” or “us” means the Doctors at Figtree Surgery 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 Practice.

1 Purpose

The Doctors at Figtree Surgery are 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 Figtree Surgery in advance to cancel it or
- cancel with less timing required by our notice period, which makes it difficult for Figtree Surgery 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.

“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.

We will charge a fee of

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

DNA fees are not Medicare rebateable.

There may also be the possibility of permanent suspension from the Figtree Surgery 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 Figtree Surgery in advance.

The Doctors 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 4225 7822

Reducing DNAs

The Doctors 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.

Figtree Surgery 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 Figtree Surgery any change to their contact details