



Thursday, 23 May 2019

Did Not Attend Policy

Effective 01/06/2019, the policy outlines how Modern Medical will manage patients that Did Not Attend (DNA) for their scheduled appointment.

Firstly, we understand that things can change. We encourage our patients to call us and let us know if they cannot attend their appointment. Our team will work with you to reschedule appointments or help you attend your appointment (e.g. helping you to book a taxi or arranging an interpreter).

However, patients that habitually miss their appointments have a negative affect for our medical centre. Our centres work on an appointment basis, therefore:

- The missed appointment slot can deprive another patient from seeing their doctor earlier
- Our doctors and staff spend a great deal of time chasing up missed appointments instead of focussing on patients who are present
- Important conversations around the missed patient's health are lost

What happens when a patient DNA

Starting from 01/06/2019, the following will apply:

1. Patient DNA once or twice.

We understand that we all live busy lives, things change. We send SMS appointment reminders the day before your appointment, therefore we encourage patients to call us as early as possible to cancel or reschedule. If a patient DNA once or twice, we can manage this internally. This includes recording this information in our systems and processes. Our team will also call the patient to check in and assist in booking a new appointment

2. Patient DNA for a third time.

If a patient DNA for a third time, then all future appointments must be made by calling the centre (the patient will not be able to book an appointment online). On top of the SMS appointment reminder sent the day before, our team will call the patient the day of the appointment to confirm their booking. We will also remind the patient of this policy and that **another missed appointment will incur a fee of \$30** (excl. GST and Credit Card surcharges). An invoice will be mailed to the patient should they fail to attend their appointment.

3. Patient must pay the fee prior to future appointments.

The patient must clear their debt to the centre by paying the fee prior to scheduling any future appointments. They can do so by calling the centre to arrange payment or by following the instructions on the invoice.

It is our intent that this policy is never required. Our team is available to help our patients attend their appointment on time. However, we need to ensure that our patients understand the issues that habitual missed appointments cause and their consequences. Any questions related to this policy can be directed to our management team.