

Corangamite Clinic DNA Policy

Why we have this policy:

Corangamite Clinic has recently introduced a DNA (Did Not Attend/Answer - for phone consultations) policy as we want to ensure that the best possible service is provided to all patients. We acknowledge that it can sometimes be difficult to obtain an appointment with a GP or Nurse, and a common contributing factor is patients' non-attendance.

We understand that from time to time genuine emergencies happen. If this was the case and it meant you were unable to attend your appointment in person or by phone, please contact the practice.

DNA Procedure:

As a Practice we are doing our best to reduce DNAs. A text reminder message is sent out to all patients with a mobile phone number on file, 24 hours prior to their appointment.

However, due to the high demand for appointments and number of non-attendances, we will charge the gap fee of any missed appointment. We anticipate that this will deter non attendances and recoup some of the costs of missed appointments. These fees apply for any appointment that is not attended or not cancelled prior to a minimum of 2 hours of the appointment time.

1st DNA - letter to patient + fee (gap amount of missed appt) + copy of this policy. This fee must be paid prior to booking another appointment. If the appointment was expected to be bulk billed, the fee payable will be the gap fee on an equivalent private appointment.

2nd DNA within 12 months of last DNA – Final Warning letter + fee (gap amount of missed appt) + copy of this policy. This fee must be paid prior to booking another appointment.

3rd DNA within 12 months of first DNA – letter to patient advising they will be removed from our patient database & they cannot book any appointments at the clinic for 12 months- + copy of this policy (NO FEE PAYABLE- following the 12 months ban at patient request the fee is generated for the last missed appointment and once paid appointment booking is reinstated). A copy of their medical record will be sent to another clinic of their choosing at no cost to the patient. The patient is to contact the clinic to make these arrangements.

Avoid Becoming a DNA:

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

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

1. In person at the Reception Desk
2. Phone: 5231 5866
3. If booked online through HotDoc, cancelling online is an option.
4. Reply "N" to appointment SMS reminder (sent 24 hours prior)

It is the Patient's responsibility to:

Advise the Practice of any change to their contact details.

Attend their arranged clinic appointment or reschedule giving a minimum of 2 hours' notice.

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

