

“Did Not Attend” (DNA) Policy

Updated November 2025

Purpose

Infinity Health Medical Centre Green Square is committed to ensure that the best possible service is provided to all patients registered within the practice.

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

- The “Did Not Attend” (DNA) patient takes the appointment slot of another patient who could have needed and attended the appointment
- The time and personnel required to follow-up and rebook DNA patients diverts and delays practice staff from completing other duties and priorities.

Consistent application of the DNA policy by all practice staff (clinical and non-clinical) plays an important role in encouraging patients to assist in ensuring that the practice 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.

Policy

A DNA occurs when:

- an appointment is not attended; and
- the Patient has not contacted the Practice in advance to cancel the appointment or
- cancel with less timing required by our notice period, which makes it difficult for the practice to allocate that appointment to another patient who needs a consultation/treatment.

Notice Period

- For General Practitioner (GP) appointment, 2 hours' notice prior to appointment time is required.
- For Specialist and Allied Health appointment, 48 hours' notice prior to appointment time is required.

“Did Not Attend/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 patient will be contacted for the cancellation fee.

For GP appointments, we will charge a fee of:

- \$50 per appointment for standard consultation appointment bookings

📅 \$80 per appointment for After-hours appointment bookings (Monday – Friday > 6pm ; Saturdays and Public Holiday)

For Specialist and Allied Health appointments, we will charge a fee of:

📅 \$50 for physiotherapy sessions

📅 \$60 for dietitian sessions

📅 \$280 for psychology sessions

**DNA fees are non-rebateable*

There may also be the possibility of permanent suspension from the practice at providers discretion for repeat offenders.

Avoid Becoming a DNA patient

If patient cannot attend or no longer need an appointment, they are required to advise the practice in advance.

We understand that mistakes do happen and that appointments can be forgotten or overlooked. In certain/exceptional circumstances, the practice will take into account the reason given by patients, however, repeated offences are unacceptable.

Our utmost preference is for the Practice to know in advance so we can offer the appointments to other patients in need.

If a patient needs to cancel an appointment, they can do this in any of the following ways:

📅 In person at the Reception Desk

📅 By phone on (02) 8252 6599

📅 Online through Hotdoc platform

Reducing DNAs

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

If a patient makes an appointment, we suggest that patients' take note/document the date and time of their appointment times in a way that can be easily accessed – in a diary, on a calendar or on a mobile phone.

Infinity Health Medical Centre Green Square uses SMS reminders via Hotdoc as a convenient way to remind patients prior their appointments. This service is a courtesy only and not receiving SMS reminder is not a valid reason for patient to miss their appointment.