



## APPOINTMENT RESCHEDULING AND CANCELLATIONS POLICIES

### *Guidelines for missed appointments (DNA), Late Arrivals, Cancellations and Walk-ins.*

<b>1.0</b>	<b>PURPOSE</b>
	<p>Southpoint Family Doctors understand that unforeseen circumstances may occasionally prevent patients from attending scheduled appointments. However, consistent missed appointments without proper notification can disrupt clinic operations and impact other patients.</p> <p>This policy outlines the following consequences for patients who do not attend (DNA) or arrive late to their scheduled appointments without providing adequate notice.</p>
<b>2.0</b>	<b>DNA (Did Not Attend) POLICY</b>
	<ul style="list-style-type: none"> <li>• <b>First DNA:</b> A courtesy SMS will be sent to the patient, informing them of the missed appointment and requesting them to reschedule.</li> <li>• <b>Second DNA:</b> An SMS and an email will be sent to the patient, reiterating the importance of attending scheduled appointments and advising that a future DNA may result in a consultation fee being charged.</li> <li>• <b>Third DNA:</b> The patient will receive an SMS and an email notification that a full consultation fee will be applied for the third missed appointment. Payment of this fee is required prior to the next scheduled appointment</li> <li>• <b>DNA Count Reset:</b> The DNA count will reset to zero after the third DNA fee has been paid.</li> </ul>
<b>3.0</b>	<b>LATE ARRIVAL POLICY</b>
	<ul style="list-style-type: none"> <li>• <b>Late Arrival Without Notice:</b> If a patient arrives seven minutes or more late for their appointment without prior notification, the appointment will be considered a DNA, and the patient will be asked to reschedule.</li> <li>• <b>Late Arrival with Notice:</b> If a patient anticipates arriving late, they are encouraged to contact the clinic as soon as possible. The practice manager will then determine, based on availability and the reason for the late arrival, whether to proceed with the appointment or reschedule.</li> </ul>
<b>4.0</b>	<b>CANCELLATION POLICY</b>
	<ul style="list-style-type: none"> <li>• <b>Cancellations with Sufficient Notice:</b> Cancellations received more than two hours prior to the scheduled appointment time will not incur any fees.</li> <li>• <b>Cancellations with Less Than Two Hours' Notice:</b> For cancellations made less than two hours before the scheduled appointment time, a full or partial consultation fee may be applied.</li> <li>• <b>Exceptions:</b> This policy may be subject to exceptions at the discretion of the practice manager in cases of unforeseen medical emergencies or other unavoidable circumstances.</li> </ul>
<b>5.0</b>	<b>WALK-IN POLICY</b>
	<ul style="list-style-type: none"> <li>• <b>Walk-in Appointments:</b> Please note that a \$10 fee may apply for patients who require a walk-in appointment without prior scheduling.</li> </ul>
<b>6.0</b>	<b>IMPORTANT NOTES</b>
	<ul style="list-style-type: none"> <li>• This policy applies to all scheduled appointments, including consultations, follow-ups, and procedures.</li> <li>• Patients are encouraged to provide more than two hours if they are unable to attend their appointment.</li> <li>• The clinic recognizes that unforeseen medical emergencies or other unavoidable circumstances may occur. In such cases, patients are encouraged to contact the clinic as soon as possible to explain the situation.</li> <li>• The clinic reserves the right to amend this policy at any time.</li> </ul>

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<b>7.0</b>	<b>COMMUNICATION</b>
	<p>This policy will be communicated to patients through the following channels:</p> <ul style="list-style-type: none"><li>• <b>Clinic Website:</b> Published on the official Southpoint Family Doctors website.</li><li>• <b>Patient Information Brochure:</b> Included in new patient information packs.</li><li>• <b>Reception Area:</b> Displayed prominently in the reception area.</li><li>• <b>Appointment Reminders:</b> Included in all appointment reminders (SMS/email).</li></ul> <p>This policy aims to ensure the efficient and equitable use of clinic resources and to provide a fair and consistent experience for all patients.</p>

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