

## Did Not Attend (DNA) Policy

At **Northwest Health Medical Centre**, we see a large number of patients every day. Due to an increase in missed appointments, we have introduced a **Did Not Attend (DNA) fee**.

We are committed to providing quality patient care, which includes ensuring appointments are available when needed. Missing an appointment without cancelling has several effects:

- Prevents another patient from being seen
- Patients on the cancellation waiting list may miss the opportunity to book
- Reception resources are diverted from assisting other patients

### How We Help You

- Book online via **HotDoc** and cancel directly through the website
- Receive a **SMS reminder** 24 hours prior to your appointment

### Why This Policy Exists

Our reception team receives numerous calls daily from patients wanting appointments. Enforcing this policy allows us to:

- Accommodate patients who need care
- Reduce wasted appointment slots due to unattended bookings

### Fees for Missed Appointments

If you fail to attend your appointment without cancelling, our team will contact you via email or phone. A fee will apply and must be paid before your next appointment:

- **\$20.00** – Weekday appointments
- **\$40.00** – Weekend appointments

### Need to Cancel or Reschedule?

If you no longer need your appointment, please contact reception as soon as possible:

**Phone:** 02 9128 3435

Thank you for your understanding and cooperation.