DNA Policy Stillorgan Medical Centre

- Missed appointments and are a source of frustration to staff and result in increased wait times to acessing appointments.
- This policy is designed to reduce the number of missed appointments (DNAs)

Defintion of a Missed appointment

- **A** DNA is defined as a patient who either does not attend their pre booked appointment
- Or who cancels the appointment with less than 4 hours notice (so the appointment slot cannot be reasonably filled with another patient)
- Or who arrives late and therefore has missed their appointment slot (generally up to 10 minutes grace is afforded for a 15 minute consult)

Aims of this policy

- The aim is to reduce the number and frequency of DNAs
- To acknowledge that a small number of patients are responsible for the majority of DNAs
- To optimise practice efficiency and appointment availability
- To recognise that occasional mix ups happen , and to allow some leeway in the case of a once off missed attendance.

For Private Patients

- Patients who miss one appointment are informed by text that they have missed their appointment, they are asked in future to ring to cancel or reschedule
- For the second missed appointment in a 1 year period they are advised **that pre payment is required for all future appointments going forward indefinitely.**
- For a third missed appointment (lifetime) over > 12 month period the above applies re: **prepayment or patients will be asked to seek an alternative medical centre.**

For GMS Patients

- Patients who miss one appointment are informed by text that they have missed their appointment, they are asked in future to ring to cancel or reschedule
- For a second missed appointment a verbal or in person warning is given re: Missed appointments and conseuqence of future DNAs.
- For a third missed appointment the patient will be advised that they need to find a new GP to transfer to. We will arrange transfer of medical information and will allow 28 days for a new practitioner to be identified.

Any mitigating circumstances e.g. Hospitalisation/ bereavment. Will be taken into account and discretion may be applied to the above policy.