

Heal Medical Centre DNA Policy

Heal Medical Centre is committed to minimising the number of missed appointments, encouraging patients to attend booked appointments and to manage DNAs fairly and consistently.

This policy applies to all patients of Heal Medical Centre.

A DNA is defined as:

- Non-attendance at a booked appointment without notice; or
- Cancellation with less than 24 hours' notice (or specified timeframe).

DNA Fees:

Standard GP Consult: \$25

Long Consult/Nurse Appointment/Procedure: \$50

(These fees are not Medicare rebatable and must be paid before booking your next appointment.)

What happens if you miss an appointment or cancel within 24hrs of your appointment time?

- If an appointment is ***missed/not attended***, a DNA fee will apply. The DNA fee will need to be paid before future appointments can be offered, late cancellations will also incur a fee.
- If multiple DNA & late cancellations occur, bookings may be limited and the patient's continued enrollment at the practice may be reviewed.

Important to know

- We understand emergencies happen – please talk to us if there are genuine circumstances.
- Cancelling early means another patient can use your appointment.

Thank you for helping us provide better care for everyone

This policy will be reviewed annually to ensure it remains fair, transparent, and effective.

Reviewed by Dr Ajay Seekuri - 21/3/2025