

## Did Not Attend (DNA) Policy

Medika Health Clinic understands that occasionally things happen that are out of our control. This can sometimes lead to our patients missing their appointments. We simply ask, if you are unable to attend your booked appointment, that you contact the Practice to let us know.

When a patient fails to attend their booked appointment without contacting us, we call that a 'DNA', which stands for Did Not Attend. If a patient has more than 1 DNA time, then we will charge a DNA Fee of the full price of the appointment which will be payable prior to further bookings with the Practice. This fee is not a punishment; however, we hope that it will act as a deterrent to patients who frequently fail to attend their booked appointments.

If a patient feels that they been charged a DNA Fee in error, they can dispute this fee by contacting the Practice on 6186 0283 and requesting to speak to the Practice Manager. Alternatively, patients can email the Practice at [info@medikahealth.com.au](mailto:info@medikahealth.com.au) to request an investigation into the charge.

*Effective 15 March 2025*