

Northside Physiotherapy—Did Not Attend (DNA) Policy

At Northside Physiotherapy, we strive to provide quality care and timely appointments for all our patients. Missed appointments without notice prevents other patients from accessing care and disrupts our schedule. This policy outlines how we manage non-attendance:

1. Definition of 'Did Not' Attend' (DNA)

A patient is classified as a **Did Not Attend (DNA)** if they:

- Fail to attend a scheduled appointment **without prior notice**.
- Arrive **more than 15 minutes late**, resulting in the appointment being unable to proceed.

2. DNA Consequences

- **First Occurrence:** Patient will be advised and reminded of this policy.
- **Second Occurrence:** A full consultation fee will be charged.
- **Repeated DNAs:** Patients with **three or more missed appointments** without notice may be asked to find alternative care providers and may no longer be offered appointments.

3. How to Avoid DNA Charges

To avoid being marked as a DNA:

- Cancel or reschedule **at least 24 hours in advance**
- Contact us as early as possible if unexpected circumstances arise

4. Emergency Situations

We understand that emergencies happen. Please contact us as soon as possible in such cases. DNA charges may be waived at the discretion of management.

5. Communication Channels

To cancel or reschedule:

- **Phone:** 03 6278 1920
- **Email:** reception@physionorthside.com.au

We appreciate your cooperation in helping us maintain a high standard of service for all our patients.

– The Northside Physiotherapy Team