

DNA Policy in Brief

Under the policy, we allow each patient to DNA or Cancel /Reschedule an appointment/treatment date **twice (2 times only)** if it occurs in any of the following categories, but thereafter the patient runs the risk of being removed from the waiting list.

- For a First Specialist Assessment (FSA)
- For a Follow up appointment for an elective speciality
- For a Pre assessment check before being approved for surgery/treatment
- For surgical treatment

(Exclusions to the policy are: Children & Oncology Patients and Patients with known or suspected malignancy).

Patient responsibility

It is the patient's responsibility to :-

- Advise BOPDHB of any change to their contact details
- Attend their scheduled appointments/treatment date or
- Advise us with reasonable advanced notice that you are unable to attend and need to reschedule the appointment.

BOPDHB Staff responsibility

It is the BOPDHB staff members responsibility to:

- Make every reasonable effort to ensure that the patient is aware of their scheduled appointment
- In the event that a patient DNA's for the first time, we will attempt to ring/send a letter to the patient to rebook the new appointment following the DNA policy process.

Q: What happens if I do not attend (DNA) or cancel/reschedule my appointment or Treatment date?

We aim to give as much notice to patients as possible when we are booking an appointment for you. On many occasions you will receive a letter from the booking clerk/scheduler requesting you to call so that we can arrange an appointment within a set timeframe that is as convenient to you as possible. This is to ensure that there are only a few occasions when you will not be able to attend an appointment. We hope that this helps you as much as it helps us to see as many patients as possible. However, please keep in mind that we have to work within the boundaries of availability of Specialists /Clinics and Ministry of Health guidelines.

If you do have to **cancel your appointment** and reschedule we will in the first instance try to re-arrange the appointment whilst you are calling us. If this is not possible then we will send a letter to you requesting you to call us at your convenience.

If you **do not notify** us that you were unable to attend your appointment, we will send you a letter that you will need to respond to within 3 weeks. We can then re-arrange the appointment again within a specified timeframe. If you do not respond to our letter within the 3 weeks, your name will be removed from our waiting list and your care will be transferred back to your GP.

Stay in Contact with us

It is therefore vital that you contact us as early as possible when you receive a letter requesting action from you. We check our demographic data as far as we possibly can, however it is your responsibility to contact us if you move so that we have your current residential and postal details on file at all times.

If you do not attend a second appointment your name will be removed off the waiting list unless you are excluded from the policy.