



Did Not Attend (DNA) Policy – March 2025

At Te Kauwhata Health Centre, we strive to provide timely and efficient care to all our patients. When a patient does not attend (DNA) their scheduled appointment without providing at least two hour's notice, it affects other patients who may need urgent care and leads to wasted clinical time.

To ensure fairness and efficiency, our policy is as follows:

- If you fail to attend your appointment without providing at least one hour's notice, you may be charged the full consultation fee for your missed appointment.
- Repeated DNAs may result in restrictions on booking future appointments.
- If you are unable to attend, please notify us as soon as possible so we can offer your appointment to another patient in need.