

DID NOT ATTEND – (DNA) POLICY



Help Us to Help You!

Your practice loses up to 33% of its clinical time due to patients FAILING to attend or Cancel their Dental Appointment at short notice.

Wasted Appointments means:

1. Other patients will have to wait longer for their appointment.
2. Higher Costs for the NHS.
3. Prevent access to patients in urgent need of dental care.

Remember that your failed appointment is another Patient's denied appointment.

DNA Policy

To reduce the impact of FAILED APPOINTMENTS, your practice has developed a new 'Did Not Attend Policy':

- All patients MUST give at least of 48 hours' notice to change or cancel their appointment. This means that your appointment can be offered to another patient to avoid wasting clinical time.
- If a patient has Failed to Attend or Late Cancel (including the current appointment) twice in 18-month period, the practice will delist the patient and archive their records and they will no longer be offered NHS dentistry at the practice.
- Patients who are fee paying, may be asked to pay a deposit towards a future treatment appointment.
- Arriving later than 5 min is considered as (DNA) and the Patient can be refused to be seen
- **Please ensure that you always leave the practice with your NEXT appointment to avoid losing your place at our practice.**

ELECTRONIC REMINDERS:

Your practice CAN send up to 2 text messages or emails to remind our Patients electronically of all appointments.

Please ensure that the Practice has your current contact details including Mobile and Email addresses so that electronic reminders can be sent.

Your practice like many others within the area are no longer taking on new Patients and therefore you may not be able to access alternative care if you are deregistered

Your Dental Team

March 2022