



! Did Not Attend (DNA) Policy !

At Northwest Health Medical Centre many patients need appointments every day.

When you miss your booking without cancelling:

- Another patient misses out on care
- Our waiting list patients can't be seen in time
- Reception resources are wasted

How we help you:

- ✓ SMS reminder 24 hrs before your booking
- ✓ Email reminder on the morning of your appointment
- ✓ Easy online cancellation via HOTDOC

DNA Fee:

If you miss an appointment without notice, a fee will apply before your next booking:

- \$40-60 (Weekday)
- \$80 (Weekend)

 **Please call us on 02 9128 3456 to cancel or reschedule if you can't attend.**

 **Your cooperation helps us care for more patients. Thank you!**