



Queenstown
Medical Centre

“NO SHOW” (DNA) POLICY

Updated January 2022

Enrolled (registered) patients

Regular nurse, nurse practitioner or doctor consults:

If you are unable to attend an appointment and do not advise reception 2 hours or more prior to your appointment time (unless in exceptional circumstances), our reception staff will add an alert to your patient profile indicating that you did not cancel within two hours/did not notify us that you were not coming for your appointment. Our reception staff will then send you an email with this DNA policy.

If you do the same as above a second time, then on this occasion, you will be charged:

- 50% of your consultation fee
- 100% of your consultation fee if you are a Community Services Card holder (as this is already a reduced fee)

If you do the same as above a third time (or more), then you will be charged:

- 100% of your consultation fee

Casual patients (not enrolled at QMC)

Regular nurse, nurse practitioner or doctor consults:

Casual patients must pre-pay for all consultations. If you do not advise reception 2 hours or more prior to your appointment time that you are unable to attend, your pre-payment will be allocated to the appointment booking QMC had reserved for you and will be non-refundable.

All patients (casual and enrolled)

Appointments that have a fee of **more than** \$100 are deemed a higher-value procedure or consult.

With the exception of Immigration Medicals (a specific cancellation policy will be given to you upon booking) QMC will charge **a flat fee of \$100** for any appointments in this category that are not cancelled 2 hours or more prior to the appointment time.

It is essential that you cancel your appointment if you are unable to attend for any reason.