

CQU Health Clinic – Missed Appointment (DNA)

At CQU Health Clinic, we work hard to provide timely care for all patients. When appointments are missed without notice, it prevents other patients from accessing care and disrupts our clinic schedule.

WHAT IS A DNA?

A Did Not Attend (DNA) occurs when:

- You do not attend your appointment AND
- You have not contacted us at least 24 hours before to cancel or reschedule.

This applies to two missed teleconsult attempts.

AVOIDING A DNA

- SMS reminders are sent to patients who have provided a mobile number and consented to text messages, around 24 hours before the appointment.
- Appointment cards are available at reception.

If you cannot attend, please call us on 49309030 or email rockhamptonhealthclinic@cqu.edu.au as early as possible.

WHAT HAPPENS IF YOU MISS AN APPOINTMENT?

First DNA:

- You'll receive a friendly reminder via SMS or phone.
- No fee is charged, but we will remind you of this policy.

Second DNA (within 4 months):

- You will receive a formal letter and SMS.
- You will be informed that repeated DNAs may result in fees or changes to your booking privileges.

Third DNA (within 4 months):

- Your case will be reviewed by our clinical team.
- You may be removed from our patient list, unless there are special circumstances.

EXCEPTIONS

We understand emergencies happen. If you have a genuine reason for missing an appointment, please contact us as soon as possible so we can discuss your circumstances.