

Missed Appointments (Did Not Attend) Policy – Patient Information

This document explains MyPace's policy for missed appointments, also known as Did Not Attend (DNA). It outlines what happens if an appointment is missed and the options available if you wish to proceed with care.

What is a missed appointment?

A missed appointment (DNA) occurs when a patient does not attend their scheduled appointment and has not cancelled or rescheduled within the permitted timeframes. Clinical time is reserved specifically for you and cannot always be reallocated at short notice.

If you miss your appointment

We understand that unforeseen circumstances can arise. The outcomes below apply when an appointment is missed:

When you contact us	Outcome
Within 24 hours (post) of your original appointment time	You may request a reschedule; a 50% rebooking fee applies
More than 24 hours	The full fee is retained and a new booking is required

Clinician waiting time

If you do not attend your appointment, your clinician will wait for a short period. If you are not present within this time, the appointment will be recorded as not attended and the above table conditions apply.

Appointment reminders

We send reminder notifications ahead of your appointment to help reduce the risk of missed appointments. Reminders are sent at key time points depending on how far in advance your appointment was booked and explain the rescheduling and cancellation options available to you.

Important information

This policy applies to all MyPace patients. Fees associated with missed appointments reflect clinician allocation, clinical preparation, and administrative work already undertaken.