

## Did Not Attend (DNA)/Cancellation Policy

Missed appointments and late cancellations represent significant concerns to The AECC UC Clinical & Rehabilitation Services in relation to patients who could have been seen during this time and the impact on the learning experience of AECC students.

The AECC UC Clinical & Rehabilitation Services are always happy to change an appointment providing at least 24 hours' notice prior to the appointment. This time allows the opportunity for another patient to take the appointment.

Any patient who fails to provide the AECC UC Clinical & Rehabilitation Services with 24 hours advance notice or fails to present for a scheduled appointment (DNA) for two consecutive appointments will have their care suspended pending discussion with the relevant Clinical Lead/Clinic Operations Manager/Clinician.

If mitigating circumstances can be evidenced, the relevant Clinical Lead/Clinic Operations Manager/Clinician reserves the right to waive the conditions of this policy on a case-by-case basis.

A third DNA or cancellation with less than 24 hours' notice will lead to closure of future care.

### Staff and students of AECC

Staff and students will be subject to the same terms for DNA's and short notice cancellations. This suspension will last for a 12-month period.

This Policy will apply to all patients, including staff, students.

We thank all AECC Patients for their cooperation and understanding.

Version:	3
Approved by:	Clinical Governance Group
Ratified by:	SMT
Originator / Author:	Daniel Heritage
Reference source:	Previous versions
Date approved:	March 2024
Effective from:	March 2024
Review date:	March 2025
Target:	All staff, patients & service users
Policy location:	SIP/Clinical Governance Files