



Non-attendance (DNA) & late cancellation Policy

At the Doctors Whakatipu, we have set up systems to help you manage your appointments and provide text reminders for all phone bookings (unless booked within 24 hrs of appointment) and APP reminders for all APP bookings.

We appreciate however that life gets tricky at times and there may be unforeseen circumstances when you can no longer attend your scheduled appointment.

If this is the case, we require you to advise us (by phone 03 442 2288) **at least 1 hour prior** so that we can re-allocate that session to another patient in need.

Enrolled patients:

If you do not advise us within an hour or do not attend your scheduled appointment, our reception team will send you an email with this policy and mark your file with a note of your DNA.

If you do this a second time, you will be charged 100% of your consult fee.

Casual patients or visitors (not enrolled at the Doctors Whakatipu) :

If you do not advise us by phone, within an hour of your scheduled appointment time and do not attend, you will be charged the full cost of the scheduled consultation as a cancellation fee.

We may ask you to pay in advance for your appointment. If an advance payment is made and you either do not advise us within an hour, or do not attend, we will retain that payment as a cancellation fee.

Dated: July 2023