



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Document Name	Medical Legal Reports (MNML) (P) Cancellation/DNA Policy (Division Business) Internal Document
Version	V. 3
Approved by	Mani Neelamegan
Approval Date	22 February 2021
Last Reviewed on	22 February 2021

Cancellations

Cancellation – Less than 24 Hours' Notice

You must give 24 hours' notice to cancel an appointment.

Any cancellations with less than 24 hours' notice or any failures to attend will be reported to your insurance company and/or referrer..

Cancellation – Morethan 24 Hours' Notice

Over 24 hours' notice to cancel- no charge

Less than 24 hours' notice to cancel- no charge but marked as DNA

Did Not Attend (DNA)

A significant number of appointments per month are classified as 'Did Not Attend' (DNA) ie. The patient did not turn up for the appointment and did not contact Medical Legal Reports (MNML) in advance to cancel/change appointment.

The effects of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

General Policy

Medical Legal Reports (MNML)

(P) Cancellation/DNA Policy (Division Business) Internal Document



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It is important that any DNA policy is agreed and patients are made aware of the policy and the reason for implementing. Whilst it is important to be consistent, there will, of course, be exceptions on an individual case by case basis.

It should also be discussed between MEDICAL LEGAL REPORTS (MNML) and the referrer/provider/solicitors as an important part of the support and rehabilitation process. The author of the medical report will explain your diagnosis and discuss treatment recommendations with you.

Medical legal reporting is most effective if there is active participation between both the Assessor and patient.

If a patient fails to attend a pre-booked appointment with less than 24 hours' notice or consistently DNA's/rearranges the same appointment, this will have an impact on recovery forecasts and costs.

More importantly, the patient's absence may actually cause further injury without consistent professional treatment.

If at any time you have questions regarding treatment and services provided, please do not hesitate to contact MEDICAL LEGAL REPORTS (MNML) - 0330 113 3797.



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~ Policy Implementation Notice ~

This is the policy statement of:

MEDICAL LEGAL REPORTS (MNML)

The overall and final responsibility for this policy is that of:

DIRECTOR

Signed:

Dated 22/02/2021

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

MANI NEELAMEGAN

Policy Review Date: 22/02/2021

Next Review Date: 22/02/2022
