

# Did not attend

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The following steps are to be completed when you are aware that a patient has failed to attend an appointment.

## Create invoice

1. In Office > **Appointment screen** > right click patient.
2. Select **Bill**.
3. On Attendance Details > select **Close** > Invoice displays.
4. Enter **DNA** item code > select **Suppress**.
5. Where the Doctor charges for DNA a value should display in the invoice. For Doctors who do not charge a DNA fee, the value will be \$0. In these instances the invoice still needs to be created and Suppressed.

Invoices are to be created for DNA patients by COB. This places the patient on Debtor/Transaction GST report for quick identification and enables additional reporting to be conducted.

## Record payment (if not using Payment Gateway)

1. Contact the patient for payment.
  2. Open the patient's record.
  3. Select **Acc Enquiry**
  4. Select the DNA invoice.
  5. Select **Receipt** > enter the payment details, select the correct **Banklist**.
  6. Select **Add** > select **Allocate**.
  7. Select **Fully Receipt**.
  8. Select **Close** to save and exit.
  9. If there is a warning to allocate remaining credit > select **No**.
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