















FTA is needed to allow more accurate identification of this patient group and offer the opportunity for staff to rebook the appointment using a live call to the patient rather than letter and text message, and to initiate close patient counselling as part of hospital discharge planning. Patients may have multiple clinic non-attendance across multiple public hospital outpatient services; clear documentation of attempts to contact and outcomes would support patient co-ordination of care.

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**Word count: 2527**

CORRECTED PROOF

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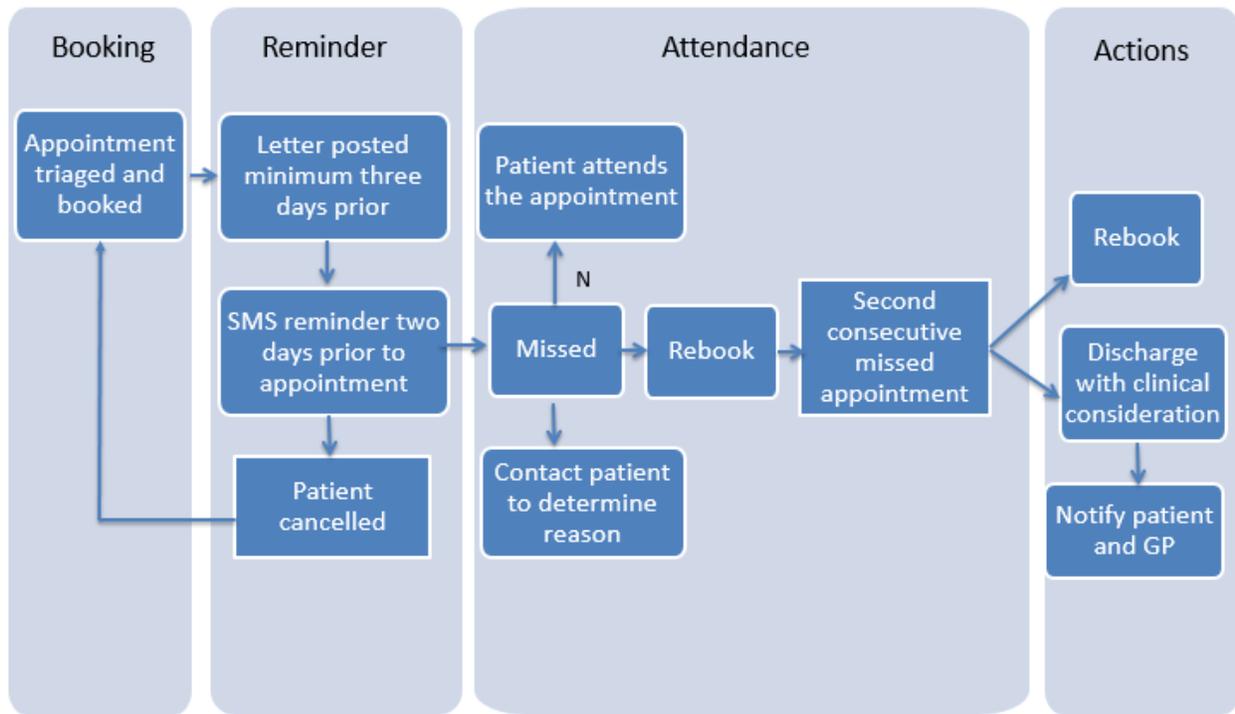
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*Figure 1. Process of booking and rebooking appointments by clinic administrative staff.*

CORRECTED PROOF

Variable	Category	No. participants	% participants
Gender	Male	26	55%
	Female	21	45%
Patient type	New	11	23%
	Follow-up	36	77%
Prior FTA*	Prior FTA	24	51%
	No prior FTA	23	49%
Language	Non-English speaking	8	17%

*\*Prior FTA at either ID or non-ID clinic*  
***Table 1. Characteristics of FTA patients.***

CORRECTED PROOF

Contacted patients	32
Specific reason not documented	13
Hospital or ED admission	4
Not interested in treatment	4
Forgot	3
Feeling better	2
Clerical error	1
Other	5
Death	1
Transfer care to other hospital	1
Unable to get investigations	1
Change of address	1
Cannot afford to attend	1
Unable to contact	12
Not documented	7
<b>Total</b>	<b>51</b>

*Table 2. Patients booked for ID clinic appointments, by reasons for FTA.*

CORRECTED PROOF

Action following FTA		
Rebooked		36
Contacted	18	
Not contacted	18	
Discharged		13
Contacted	4	
Not contacted	9	
Admission to hospital		1
Death		1
<b>Total</b>		<b>51</b>

*Table 3. Documented actions following patient FTA.*

CORRECTED PROOF