



referral practice for specialist dental care

Appointment Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this we:

- Take a proactive approach to manage our appointments system to optimise attendance. This may include :
 - Text/email/calls for appointment reminders
 - Reminder telephone calls for lengthy appointments
 - Stressing to patients in advance the importance of attending appointments
- Regular review of surgery hours to ensure our opening times meet the needs of our patients
- Monitoring, regular review & patient feedback of waiting times for appointments
- To give as much notice as possible if appointments have to be changed or cancelled.

Cancellation of an appointment

Patients are requested to give at least 48 hours notice to cancel a dental appointment. Patients who cancel with less than 48 hours notice will be charged a cancellation fee. For hygiene and all other appointments there will be a **100%** charge. For all treatment appointments there will be a standard **£400** charge. The only exceptions should be for patients with major medical conditions.

Patient late cancellation notice

We appreciate that sometimes it is difficult to attend an appointment due to unforeseen circumstances such as illness & we understand that occasionally the appointment you booked may no longer be convenient. However we ask that 48 hours notice is given when cancelling your appointment as far as possible.

Please ensure you call , email the practice if you are unable to keep your appointment.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manager, **Rachel Melia**.

Terms of use: information in templates, modules, CODE and iComply is written in general terms and is believed to be based on the relevant legislation, regulations and good practice guidance. This information is indicative only and is intended as a guide for you to review and take particular professional advice to suit your circumstances. CODE is a trading name of the Confederation of Dental Employers Ltd and it licenses information to CODEplan Ltd. CODE and CODEplan do not accept any liability for any loss or claim that may arise from reliance on information provided. The use of this document indicates acceptance of these terms. ©CODE 2017.