



## Short Notice Cancellation & Failed Appointment Policy

The practice operates a 48 working hours cancellation policy which applies to all patients of the practice including patients currently on the Practice plan scheme. Reminders for appointments are sent by email & text if you have provided us with this information, and the details held on the system are current. The practice cannot be responsible for communications that have not been delivered if the contact details we hold are out of date or the system fails to deliver for any reason.

Appointments cancelled within the 48hr period & failed appointments will incur a fee, the fee applied is based on the length of the appointment, and the period of notice given if any (based on £2 per minute). The application of a fee is necessary to cover unused surgery time and the related costs. Short notice Cancellations and missed appointments lead to wasted surgery time and longer waiting lists at the practice, however we make every effort to book patients into short notice cancellation spaces and if we are successful in utilising the surgery time effectively the charge will be waived.

### Deposits

When booking an appointment of 30 minutes or longer, patients will be asked for a deposit to secure the appointment, this deposit is held until the patient attends the appointment at which time the deposit paid is applied against the treatment fees charged on the day thus reducing the payment due. Should the patient fail to attend the scheduled appointment or cancel within the stated 48hr period the deposit or part of this may be allocated to any surgery time lost.

The application of a fee for appointments missed or cancelled with less than 48 hours' notice is at the final discretion of the treating clinician.

- Fees based on appointment time, in the case of failed appointments the full fee may be applied
- Patients should ensure the current mobile & email address on our database is up to date if they wish to have electronic reminders.
- We cannot accept responsibility for reminders that have been delivered but not read.
- If we can manage to use an appointment cancelled at short-notice this will be taken into account when applying any fees
- Please speak either to your dentist/hygienist, or ask to speak to the practice manager if you wish to discuss the practice policy further.

Policy Dated: January 2024

Reviewed: Yearly, or more often if required

<b>Updated</b>
January 2020
April 2021
Jan 2022
Jan 2023
Jan 2024