



Ashfield

D E N T A L C L I N I C

**Cancellation and
Failure to Attend Policy**

Cancellation and Failure to Attend Policy

Introduction

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

Every year we lose valuable surgery time because of patients failing to attend their appointments or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice deprives other patients in need of our services.

Definition of 'Failure to Attend' (FTA)

An appointment is considered to be a failure to attend if any of the following occur:

1. The patient fails to show up for the appointment,
2. The patient appears more than 15 minutes late for a scheduled appointment, or
3. The patient cancels or reschedules an appointment within 24 hours (weekends are not taken into account).

Cancellation and Rescheduling

We ask that you give us at least 24 hours' notice if you are unable to attend an appointment. This gives us the chance to allocate the appointment to other patients, some of whom may require urgent care. Please note that weekends will not be taken into account so notice to cancel an appointment scheduled for a Monday must be given no later than the preceding Friday.

We understand that sometimes cancellations at short notice cannot be helped and we will take all valid circumstances into account; however, this is at the discretion of the practice. For any treatment appointment booked, we will usually seek a minimum deposit of £60 (or 50% of the fee of the planned treatment) as a confirmation of your commitment to attend the appointment. For examination and emergency appointments, and appointments with our hygienist, full payment must be made on booking. The deposit is transferable or fully refundable provided at least 24 hours' notice is given to rearrange or cancel. If a deposit has not been taken, or for longer treatment appointments, we will ask that you pay a failure to attend fee of £60 per half an hour of clinical time booked before booking another appointment.

If you either, miss 2 check-up appointments within 1 year of each other, or 1 treatment appointment, and/or have 1 or 2 late cancellation(s), we reserve the right to decline further appointments at our practice due to the loss of clinical time. Time which could have been offered to other patients in need of our assistance, including emergency and urgent cases.

IndepenDent Care Plan Members

The missed appointment fees, as stated above, will also apply to all IndepenDent Care Plan Members. Please refer to your “Conditions of Registration” in particular, the following clauses:

4. Regular Attendance

4.1 The Patient will pay any reasonable cancellation fee if he shall fail to keep an appointment with the Dentist. Such cancellation fee will be payable by the Patient direct to the Dentist.

Reminders

Email/SMS/telephone reminders are available for all appointments. If we have your contact information on file and provided that you have opted in, we will endeavour to provide a reminder email 48 hours in advance of your appointment, or telephone call 24 hours in advance. If we cannot speak to you in person we will leave an answer phone message, where the option is available to do so. It is your responsibility to check your email inbox and junk folder and to check your phones (Home/ Work/ Mobile if all are provided) for missed calls or answer phone messages. It is imperative that you ensure that we are informed of any changes to your contact information.

Please note, email/SMS/telephone reminders are provided out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure of the email or telephone reminder system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.