



## Appointment Management and Cancellation Policy for Private Treatments

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

### **Management of appointments**

Appointments can be made or rescheduled by calling the practice on 01827 897857 or email us at: [Stonydelph@soegateway.co.uk](mailto:Stonydelph@soegateway.co.uk).

### **Cancellation or delay of an appointment by the practice**

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

### **Cancellation of an appointment or missed appointment by a patient**

Patients are requested to give at least 24 hours notice to cancel a dental appointment. Cancellations should be made by telephone on: 01827 897857 or by emailing us at: [Stonydelph@soegateway.co.uk](mailto:Stonydelph@soegateway.co.uk). There is a fee for private dental appointments that are missed or cancelled with less than 24 hours notice.

The fee would be:

- Any missed appointments/short notice cancellations are charged at £25.00 per appointment.

### **Deposit**

A deposit of £25.00 (non refundable) is taken at each private appointment made, if this is not taken on the day of making your appointment, we will contact you two days before your appointment, if a deposit is not taken for any reason we will automatically cancel your appointment to enable us to offer the appointment time to other patients who may be waiting for an appointment.

Created By: D Harvey – April 2021

Authorised By: Dr S Khan

Reviewed: Yearly

Reviewed By:

Date of Next Review: 21<sup>st</sup> April 2022



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It is our aim to telephone patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Denise Harvey.

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