

St Anne's Dental Clinic Failed to Attend Policy (short notice cancellation)

St Anne's Dental Clinic aims to provide an excellent, reliable service to all our patients. We want to be able to offer our services to as many patients as possible, in order to do this, we need to minimise the amount of wasted clinical time. The practice follows this policy in regard to non-attendance of appointments or short notice cancellations. The guidelines for this policy are as follows.

- If you fail to attend your first new patient appointment, we reserve the right to refuse any further appointments at the practice.
- As a registered patient, if you fail to attend any appointment a verbal warning would be given on rebooking – you will be advised that you have one more chance to attend before you would be deregistered from the practice.
- If you fail to attend a second appointment after the verbal warning has been given – your registration with us could be deactivated and you will be prevented from booking any further appointments with us – exceptional circumstances will be considered at the practice's discretion.
- Short notice cancellations are classed as cancelling within 24 hours of the appointment time. If the system shows three short notice cancellations your registration with us could be deactivated and you will be prevented from booking any further appointments with us.
- If require further treatment after your check up and fail to attend this appointment. The dentist may close this course of treatment off; therefore, you would be required to pay the outstanding balance before rebooking the failed appointment.
- Private patients registered at the clinic, will be liable for a £30 per 30 minutes failed to attend appointment (1 hour = £60). This would be taken before rebooking any further appointments at the clinic.

Please note that, although we normally send email and/or text message reminders prior to appointments, the successful delivery of these relies on our text provider, your mobile network provider and your phone and cannot therefore be guaranteed. Therefore, you should not rely on our emails or text messages as the sole reminder of your appointment. We will not be responsible for any appointments missed as a result of non- delivery of these text message reminders, regardless of the reasons for its failure.

Date: August 2023

Reviewed: