



HETTON DENTAL PRACTICE

FAILED APPOINTMENTS POLICY

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

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 without a valid reason deprives other patients of our services.

Appointments are often wasted as people do not attend. These appointments could have been used by other patients.

POLICY FOR FAILURE TO ATTEND

If you do not arrive for an appointment or cancel your appointment with less than 24 hours' notice you will be recorded as failed to attend as it is not possible to fill the wasted appointment time.

FOR REGULAR ATTENDEES:

- On the first occasion, we will await your contact. If you have good reason for your failed appointment; you may be rebooked. For treatment appointments full payment will be taken prior to rebooking the appointment.
- If any subsequent appointments are failed within 12 months we reserve the right to refuse to treat you as an NHS patient.

FOR NEW PATIENTS:

- If you fail to attend or late cancel your initial appointment without good reason then no further appointments will be offered.
- If any subsequent appointments are failed within 12 months we reserve the right to refuse to treat you as an NHS patient.

FOR PRIVATE APPOINTMENTS:

- If you fail to attend a private appointment then we reserve the right to levy a charge to pay for the wasted appointment time. This must be paid in full before the appointment can be remade. You will be charged a minimum of £50 for every 30 minutes of surgery time wasted.