



# Bottesford Dental

## Appointment Cancellation and Fail to Attend Policy

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

### Fail to attend an appointment

At the practice we aim to have 100% occupancy, unfortunately if you do fail to attend an appointment this cannot be achieved and the appointment could well have gone to someone in pain or who was desperate to come in earlier. Due to this we will have to charge for every fail to attend appointment at our occupancy rate of £240 per hour (£4 a minute)

### Cancellation of an appointment

Patients are requested to give at least 24 hours notice to cancel a dental appointment. Cancellations should be made by telephone on: 01949 844463

There is a fee for dental appointments that are cancelled with less than 24 hours notice. The fee is based on the length of the appointment and will be at half the occupancy rate at £120 per hour (£2 per minute)

Multiple cancellations of the same appointment, within 1 week of the appointment may result in your deposit being retained, depending on the circumstances.

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

### Cancellation of Practice Plan appointments

If a Practice Plan routine check-up and hygiene appointment is cancelled within 24hrs, more than twice in 6 months or you fail to attend you have the option to pay the fee for this appointment and rebook it or rebook for 6 months time to be covered by the Practice Plan.

### Multiple Failed to attend or Missed appointments

Unfortunately due to the practice wanting to work towards 100% occupancy, patients that repeatedly fail to attend or repeatedly cancel appointments late will not be welcome at the practice and we will formally write to you to let you know that you will have to find another practice to take care of your dental and oral health needs.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to Furqan Ishak.

## Thank You