

FAILURE TO ATTEND APPOINTMENTS OR LATE CANCELLATION POLICY

This policy outlines guidelines for patients who are unable to attend their scheduled dental appointments. It aims to ensure effective communication, rescheduling of missed appointments and smooth the operation of the dental practice for the benefit of all patients who attend here.

Every year valuable surgery time is lost due to patients not attending their booked appointments or cancelling at very short notice (giving less than 48 hours' notice to the practice)

PRIVATE PATIENTS

To make it fair for those patients who diligently keep their appointments, we will charge those patients who fail to attend or give less than the required 48 hours' notice of cancellation.

Failure to attend or cancel an appointment giving 48 hours' notice will result in a proportionate fee (assessed by the length of the missed appointment). If, however, we are able to fill that appointment, so that part of the surgery time can be used, then this will be taken into consideration regarding the amount of the fee charged.

If a patient is unable to attend due to illness, then they are asked to contact the practice as soon as possible to avoid any late cancellation fees and allow us time to fill the appointment with another patient.

We do, however, appreciate that there may be exceptional circumstances for late cancelled or missed appointments. We will use our discretion to waive the missed appointment fee.

The practice does record every missed or late cancelled appointments on the patient records. Repeated missed or late cancellations are not acceptable as valuable surgery time is lost.

DENPLAN PATIENTS

The failure to attend and late cancellation policy as written above, will also apply to all Denplan registered patients. Denplan Care and Denplan Essentials patients are advised to read the documented contracts handbook given when you registered with Denplan. It states that you are responsible for keeping appointments made with your dentist and must pay any missed appointment fees should you fail to attend. It also advises that you must keep your regular examinations, receive the treatment your dentist advises, and you must promptly inform your dentist of any injury, problem or other material matter affecting your oral health. If you fail to ensure any of this, you will be liable to pay any fee reasonably charged for treatment necessary to restore your oral health, which could otherwise have been avoided.

REMINDER SYSTEM AT GLENHAVEN DENTAL

As a courtesy to our patients, this practice provides several reminders of the appointments you make.

1. At the time of booking, we will send a confirmation email to you.
2. 4 days prior to your appointment you will receive a reminder email.
3. 2 days prior to your appointment you will receive a last reminder – if you fail to let us know that you are unable to make your appointment by this stage then we reserve the right to charge a late cancellation fee.

Those patients who do not have email facilities will be contacted either by text or telephone.

We appreciate your understanding and co-operation in adhering to this policy. By doing so, we can provide efficient care to all our patients while minimising disruptions and maximising the availability of appointments.