



# FOREST DENTAL

## Failed Appointments Policy

### **Why we have this policy**

At our practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

### **In this practice we**

- Communicate with patients in a courteous, friendly, professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Ensure that patients should have to wait no longer than 15 minutes to be seen. Where there is a further delay, we will explain the reasons.
- Will aim to place a courtesy reminder email and a call or SMS to you prior to our patients' appointments. Ultimately, responsibility to attend or reschedule at least 24 hours in advance lies with the patient.
- Provide as much notice as possible when appointments must be changed or cancelled and explain the reasons when possible.
- Take deposits for new patient appointments (£30) and for treatment appointments (£100).
- Should the patient fail to attend their appointment, this fee may be retained, and an additional deposit may be requested prior to booking further appointments.

### **In return, we would like you to**

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment.
- Give the practice at least 24 hours' notice (48 hours' if possible) if you are unable to keep your appointment.
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we can contact you.

***If you are unable to keep your appointment, please let us know as soon as possible so that we can offer the appointment to another patient.***

***Failed appointments, or appointments broken with less than 24 hours may incur a cancellation fee of 50% of the expected fee.***

***If you miss more than 2 appointments or give less than 24 hours' notice on 2 occasions, we may not be able to complete your treatment or offer you NHS care in the future. We may ask for the expected appointment fee in advance, in cases of repeated cancellations or failed appointments.***

Reviewed: 27/05/2023