

## Appointment Management Policy

### Deposits, Cancellations and Late Arrivals

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management, later arrivals, deposit and cancellation policy. We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make or reschedule appointments easily. Appointments can be made or rescheduled by calling our dedicated appointments line on **01707 497 002** or by emailing **wgc@centurydentalclinic.co.uk** or booked on our website: **www.centurydentalclinic.co.uk**

#### Reminders

Text reminders are sent 7 days and 2 days before any appointment and patients are requested to inform the practice of any changes to their contact details.

#### Late Arrivals

We will try to accommodate late arrivals up to 10 minutes after the scheduled appointment time, but they may be asked to wait, or their treatment may be cut short in order to treat on-time patients. Patients more than 10 minutes late are considered late cancellations and will incur the full-service fee.

We realise these policies may be frustrating for patients who have to cancel at short notice for genuine reasons or are late through no fault of their own but we also have a responsibility to our other patients to keep to their appointment times. We will happily rebook a new appointment for you as soon as possible. We may request pre-payment for treatments if you have been late for several appointments.

#### Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay
- At the time of contact, the patient will be offered a new appointment at the earliest time available
- If the patient is unable to commit to a new appointment, we will ask them to get in touch at a later time, when we will offer them a priority appointment

#### Cancellation of an appointment or missed appointment by a patient

Late cancellations and missed appointments represent a cost to the practice, when other patients could have been seen in the time set aside for your appointment. Patients are requested to give **at least 24 hours' notice to cancel their appointment**. Any Monday cancellations should be reported to the practice by previous Saturday 6pm. Cancellations should be made by telephone on: **01707497002** if your phone call does not get immediately answered, we kindly ask you to leave us a voice message.

#### Deposits

We make appointments with the expectation that you will attend at the agreed date & time to undergo your treatment. If other commitments prevent you from attending, we ask you to provide us **with at least 24 hours notice** so that we can reallocate the appointment slot to another patient.

**When booking your appointment, we will seek full payment and where appropriate a deposit from you.** Our deposits are fully refundable providing sufficient notice of cancellation is given and are set as follows:

- New Patients Exams - 100%

- New and Registered Emergency Patients - 100%
- **New (Direct Access) and Existing Dental Hygiene Appointments - 100%**
- Implant Consultation Registered or New patients - 100%
- Root Canal Treatment Consultation Registered and New patients - 100%
- All treatment appointments - £1.00 per minute
- Dental plan - any plan appointments that are missed or cancelled within less than 24 hours will be taken off plan allowance.

We will generally rebook an appointment for a patient who cancelled or missed their appointment for the very first time with previous good attendance history. Any further failed appointments or appointments cancelled within less than 24 hours will be subject to a missed appointment fee equal to a previously paid deposit. If no deposit was paid at the time, a fee equal to a deposit will be required as well a new deposit prior to booking a new appointment. Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager.