

## **Cancellation and Missed Appointment Policy**

If your appointment time becomes inconvenient for you, we are always happy to change it if you provide us with at least 24 hours' notice. This allows us to schedule another patient in need of our care.

Every year we lose valuable surgery time because of patients failing to attend their appointments or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent dental treatment, for existing patients to book appointments and for new patients to be seen.

We fully accept that on occasion life throws up incidents and episodes that prevent patients being able to attend their appointments; these situations are sometimes unavoidable. Patients who are unable to make their appointments because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us early to discuss the matter

As with all medical facilities, we aim to see our patients on time but due to the nature of health care, this is not always possible. However, if a patient turns up late for their appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

We aim to treat all our patients fairly and impartially at all times. This policy aims to address those appointments which are missed with no notice given and no attempt made to advise that the appointment will be missed. In such circumstances Cherryvalley Dental Care reserves the right to levy a charge for the wasted appointment time as the running of the clinic costs remain.

Failure to provide us with 24 hours' notice or failure to attend a scheduled appointment will result in a cancellation fee. This fee will equate to £30 per half hour of clinical time lost.

Our goal in communicating our Failed to Attend and Late Cancellation Policy is to avoid any extra charges passed on to the patient. It is understandable that sometimes cancellations cannot be helped due to illness or emergency and we will take all reasonable circumstances into account.

Text and email reminders are available for all appointments through our automated system. All text messages are logged when successfully sent. It is the patients' responsibility to check their text or email messages and ensure that we are informed of any changes to mobile phone number or email address. We will assume that a patient has received the reminder if it has been logged as successfully sent.

Please note, text messages and emails are sent out of courtesy, not necessity. Failure of the text messaging system for any reason is not a sufficient reason for failing to attend or turning up too late for treatment.

Thank you for your cooperation and understanding. Cancellations should be made by telephone or by email:

**Telephone: 028 9040 1689**

**Email: [cherryvalleydental@soegateway.com](mailto:cherryvalleydental@soegateway.com)**