

## FAILURE TO ATTEND APPOINTMENTS OR LATE CANCELLATION POLICY

This policy outlines guidelines for patients who are unable to attend their scheduled appointments with us. It aims to ensure effective communication, rescheduling of missed appointments and smooth the operation of the centre for the benefit of all patients who attend here. Every year valuable surgery time can be lost due to patients not attending their booked appointments or cancelling at very short notice (giving less than 48 hours' notice to the practice)

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 the following fees been charged:

- *Consultations; 50% of consultation fee*
- *Oral surgery procedures (e.g. extractions) = £300/hr*
- *Oral surgery procedures under IV sedation = £350/hr*
- *Dental Implant / Bone grafting procedures = £400/hr*
- *Restorative treatment = £400/hr*

If, however, we are able to fill that appointment slot so that the surgery time can be used, then this fee will not be 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.