

Private appointment management and cancellation fee policy

Reminders

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

Please note, reminders are provided out of courtesy, not necessity. It is the patient's responsibility to arrive on time for an appointment. Failure of the reminder system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.

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 during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment

Failed Appointment/Short Notice Cancellation Fees

Short notice cancellations (less than one full working days' notice) or a missed Hygienist appointment, fees are charged at £35. The reason for this is that we do have a long waiting list to see our Hygienist and we need to avoid wasted clinical time.

Patients who are unable to make their appointment 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 rather than leaving it to the last minute. Failing to notify us before the appointment time will result in a failure to attend charge being.

We understand that cancellations are sometimes unavoidable due to illness or emergencies, and we will take account of all valid circumstances at the clinician's discretion.

Late Arrivals Fee

We will endeavour to see patients who arrive late* for appointments. However, this may not always be possible, and you may be asked to re-book.

Patients who arrive more than ten minutes after the scheduled appointment will be treated as failing to attend.

*Late is defined as ten or more minutes after the scheduled appointment time.

Deposits and Advance Payments for Private Patients Appointments

Deposits are required at the time of booking any private appointments. The amount of deposit will be based on the type of treatment and length of the appointment. A typical deposit will be 50% of treatment due to be completed. A member of our reception team will discuss this with you at the time of booking. All appointments booked with our Dental Hygienists are subject to a £35 failed appointment/short notice cancellation fee.

The deposit will be lost if you fail to attend the appointment or provide less than 24hrs notice of cancellation.

Appeals

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager. **manger@thesmileworks.com**