

APPOINTMENT CANCELLATION POLICY AND PROCEDURE

POLICY

At Dev's dental practice, we understand that sometimes life happens, and you may need to reschedule or cancel your dental appointment. To ensure that we can continue to serve all our patients in a timely manner, we have established the following cancellation policy:

1) Notice of Cancellation:

We kindly request at least 24 hours' (individual)/48 hours' (for family appointments) notice for cancellations or rescheduling of appointments. This allows us the opportunity to offer the time slot to another patient in need of care.

2) Late Cancellations and No-Shows:

Late cancellations (within less than 24 hours of the scheduled appointment time) or failure to attend an appointment without prior notice may result in removing from practice .

If the patient fails to show up for their appointment without any prior notification, the full fee for the appointment may be charged.

3) Repetitive Cancellations:

Frequent cancellations or no-shows may require a deposit for future appointments for private patients and removal from practice list for NHS patients.

4) Emergencies:

We understand that emergencies can occur. If you must cancel due to an emergency or extenuating circumstance, please let us know as soon as possible, and we will do our best to accommodate you.

Appointment Reminders:

As a courtesy, we will send a reminder of your upcoming appointment via phone, email, text message depending on preferred communication method, two days before your scheduled appointment. However, it remains the responsibility of the patient to remember and attend the scheduled appointment. By keeping this policy in mind, you help us ensure we provide the best care to all our patients. We appreciate your understanding and cooperation. For cancellations or rescheduling, please contact us via telephone or email.

PROCEDURE

Cancellation by the patient

NHS patients:

- To cancel an appointment, we require at least 24 hours' notice. If you fail to attend or cancel within 24 hours of your appointment you will be taken off our NHS list. To cancel a Monday appointment, please call or email the practice by 1.00pm on the Friday before.
- If an NHS patient did not attend for the appointment in 2 years or missed /failed to attend/did not attend two consecutive appointments within 12 months period, they will be removed from our practice's list.

Private Patients:

- For private patient please be advised any advanced payments made for private appointments are nonrefundable.
- Private patients who do not attend their appointment without prior notice will not be seen.

Family Appointments:

- Family appointments are set up to provide care for multiple members of the household in one visit. Missed or cancelled family appointments impact a significant amount of NHS clinical time.
- If you have booked a family appointment, but need to cancel, we would require a minimum of 48 hours' notice. Failure to adhere to this family policy will result in removing for Dev's Dental Practice.

Children under 18years:

- Parents/ Guardians/ Carers of children (under 18 years old) who are not brought to appointments will receive letters as part of our safeguarding procedure. If children are consistently not brought to appointments, the practice will contact social services as this may be deemed as child neglect. We act as per WNB(was not brought) policy.

Cancellation by the practice

We make every effort to keep scheduled appointments; however, in unavoidable circumstances such as staff shortages or illness, we may need to cancel your appointment. Cancellations will only occur in these situations, and we understand the inconvenience this may cause. We sincerely apologise for any disruption this may cause.