

## Appointment Management and Cancellation Policy

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 and cancellation policy.

### Management of appointments

Appointments can be made or rescheduled by calling our Front of House team on 01539 720820, or via email [admin@crossbankdental.com](mailto:admin@crossbankdental.com).

### Reminders

Text message reminders are sent to patients 3 days before any appointment. Patients are requested to inform the practice of any changes to their contact details.

An email is sent to patients 2 days before any appointment, containing a link to complete a medical history questionnaire, and reminding patients of the date and time of their appointment. Patients are requested to ensure that the practice has their up-to-date contact details.

### 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 date/time available
- We will recommend that the patient books a new appointment, however, we will add the patient to our Priority List and notify the patient if a sooner appointment becomes available

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

The practice requests that patients give at least 48 hours' notice to cancel an appointment, as this allows time for another patient in need to be allocated the appointment time. Cancellations should be made by telephone on 01539 720820, or by emailing [admin@crossbankdental.com](mailto:admin@crossbankdental.com).

Short notice cancellations and missed appointments are a cost to the practice. The running costs of unfilled surgery time are considerable as there are overheads that need to be covered. Therefore, there is a 50% fee for those appointments that are missed or cancelled with less than 48 hours' notice, if the appointment time could not be reallocated to another patient. The fee is based on the length of the appointment and the treatment booked.

The Front of House team are to telephone patients if they have not arrived within the first 10 minutes of their appointment. This is in order to confirm if the patient is en route, or to understand the reason for non-attendance, and if necessary, inform the patient about any fee incurred. The practice understands that cancellations are sometimes unavoidable due to illness or emergencies, and all valid personal circumstances are taken into account.

Any appeals about missed or cancelled appointments should be made in writing for the attention of the Accounts Department and emailed to [accounts@crossbankdental.com](mailto:accounts@crossbankdental.com).