



### **Failure to Attend / Late Cancellation Policy**

Each year we lose valuable surgery time due to 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 treatment, for existing patients to book appointments and for new patients to register here at Purlys.

#### **Private Patients**

It is our policy to make a charge where a patient fails to attend an appointment, or cancels without reasonable notice (less than 24 hours before the appointment).

Failing to attend an appointment for the first time will result in you being notified of this policy, either verbally, or by letter/email. It is your responsibility to ensure that we are informed of any changes to your contact information. After the first instance, failing to attend an appointment with the dentist will result in a charge of a minimum of £3 per minute (eg. If the booked appointment length is 30 minutes, then a minimum charge of £90.00 will be made). For missed or late cancelled appointments with the hygienist, the cost of the appointment will be charged.

Late cancellation charges will apply if an appointment is cancelled within 24 hours of the booked appointment.

Charges will apply for any missed or late cancelled appointments within a three year rolling period.

Patients who are unable to attend their appointment due to illness/emergency should, where possible, contact the practice as soon as they are aware that they cannot attend. Failing to notify us before the appointment time will result in a failure to attend charge being made, unless there are exceptional circumstances.

#### **Purlys Dental Practice Plan Patients**

The missed appointment fees which apply to our Private Patients, as stated above, will also apply to all Purlys Dental Practice Plan Patients.

You are responsible for keeping appointments made with your dentist and you must pay any 'missed appointment' fee should you fail to do so. You must ensure that you also attend your dentist for regular examinations, receive the treatment your dentist advises and you must promptly inform your dentist of any injury, problem or other material matter affecting your oral health. If you fail to ensure any of this you will be liable to pay any fee reasonably charged for treatment necessary to restore your oral health, which could otherwise have been avoided.

#### **NHS Patients**

Failing to attend an appointment, or cancelling without reasonable notice (less than 24 hours before the appointment) for the first time will result in a letter/email being sent to you along with a copy of this policy. It

is your responsibility to ensure that we are informed of any changes to your contact information. After the first instance, failing to attend an appointment may mean that we are unable to see you again on the NHS.

### **Reminders**

Email reminders are available for all appointments. If we have your email contact information on file, and you have agreed to receive email notifications, then our automated reminder system will text you at least 2 days before your appointment.

**Please note, reminders are provided out of courtesy, not necessity. It is your responsibility to turn up 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.**

### **Late Arrivals**

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 within ten minutes after the scheduled appointment.*