

APPOINTMENT CANCELLATION POLICY

Approval

This policy has been approved by the undersigned and will be reviewed on an annual basis.

Name	Michal Garbulinski
Date approved	06/01/2017
Review date	January 2018

Version	Date	Author	Changes
1.0	04/01/2016	Michal Garbulinski	no changes
2.0	06/01/2017	Michal Garbulinski	no changes

To ensure the smooth running of our practice and to make sure we are available to all of our patients, we operate the following policy in relation to changed or cancelled appointments.

- At least 48 hours' notice for any appointment that needs to be cancelled.
- If you need to cancel an appointment for Monday, we need to be notified on Friday.
- There may be times when appointments are cancelled by the practice, if this happens we will give you as much notice as possible of cancellation. We will try to contact you by home/work number, mobile number, email or letter. When we are able to leave a message, we will do so and/or send a text message.

It is never too late to cancel and rebook an appointment that cannot be honoured so that unwanted appointments can be re-allocated to patients who need to be seen.

Hygienist and private consultation appointments

We offer both hygienist and orthodontic assessment/consultation appointments on private basis.

A deposit of:

- 50% of the fee for orthodontic assessment/consultation appointment;
- and 100% of the fee for hygienist appointments is required at the time of booking the appointment.

48 hours' notice is required for cancellations otherwise deposit will be lost. Unfortunately, no mitigating circumstances will be acceptable for cancelling on the day of scheduled appointment.