



## Missed Appointment & Appointment Cancellation Policy

05/07/2023

Reluctantly, due to a recent high number of:

- Missed Appointments
- Appointments cancelled without 24 hours notice (short notice cancellation)

We will implement a minimal charge to help recover some of the overhead costs required for the appointment (Dentists time, dental nurse, any equipment preparation etc).

**This equates to £2 per minute.**

The reason for this is that if your appointment is not attended or cancelled with short notice, we are often unable to offer this to another patient who:

- May have been in greater need
- May have had to book an appointment much further in the future

A dentist and dental nurse have allocated time to see you and are then often unable to see anyone in that short time before another patient's appointment is then due. If a Dental Practice continued to lose revenue in this fashion this would inevitably lead to increases in fees, which is not in the practice or the patient's best interest.

We may at our discretion choose not to apply the charge and will consider your attendance history as well as the reason into consideration.