



The DenCare Clinic

419 Crofton Road | Locksbottom  
Bromley | Kent | BR6 8NL



## **Appointment bookings, deposits and Cancellation/FTA Policy**

At The DenCare Clinic, we aim to provide quality dental care to our patients and to use our valuable clinical time effectively to serve our patients. To achieve this aim, we have an appointment management and cancellation policy. Whilst we appreciate there maybe occasional unavoidable situations that warrant last minute changes, the below policy sets out our standard operating procedure and practice policy for Appointments and Cancellations.

### **Management of Appointments**

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can also be made or rescheduled by calling practice on 01689 862416 or by email on [info@DenCareClinic.co.uk](mailto:info@DenCareClinic.co.uk).

### **Reminders**

E-mail reminders are sent to patients on time of booking, 7 days before and 2 days before the appointment as well as supplementary text messages and patients are requested to inform the practice as soon as possible if they are unable to attend.

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

If your appointment time becomes inconvenient for you, we are always happy to change this with two business days' notice. This allows us to schedule in a patient who may be in urgent need of our care and provides your clinician the opportunity to refill the cancelled appointment slot.

Patients are required to give at least 48 business hours' notice to cancel an appointment. Cancellations should be made by telephone on: 01689 862416 or email to [info@dencareclinic.co.uk](mailto:info@dencareclinic.co.uk).

**Failure to provide us with 48 hours advance notice or failure to present for a scheduled appointment will result in a cancellation or no show fee. This fee will equate to a minimum of £30 for examinations and hygiene appointments; and for treatments up to £60 per 30 minutes of clinical time, based on the length of the appointment.**

It is understandable that sometimes cancellations cannot be helped due to emergencies and we will take all valid circumstances into account. If a patient wishes to appeal the deduction of the deposit, the practice principal together

with the clinician that the patient has been booked in with, will consider the case and extenuating circumstances and make a judgement.

Our goal in communicating our "Cancellation" and "Failed To Attend (FTA)" policy is to avoid any extra charges being passed on to the patient.

From the **1st of April 2022** the practice will now take a minimum **£30.00 deposit** to reserve the time for all treatment appointments. For any treatments longer than an hour a **deposit of half the treatment value** will be taken. The deposit will be deducted from the total balance of your treatment. Deposits are fully refundable with sufficient notice as stated above. Patients that have a hygienist appointment and do not show up/cancel without giving the practice 48 hours' notice will also lose their deposit of £30.

Where a patient FTA's or short notice cancels two or more appointments, this will flag up on our system and we may refuse to rebook any future appointments. If a rebooking is offered, it will be at the clinician's discretion, usually with a full deposit/full payment of the appointment being paid prior to booking.

### **Cancellation or rebooking of an appointment by the practice**

We will only cancel or rebook 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 time available.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment.

We thank you for your support and understanding. We hope this will allow us to improve our level of customer care.

If you have any questions or concerns regarding the practice policy please do not hesitate to contact us on 01689862416 or email [info@DenCareClinic.co.uk](mailto:info@DenCareClinic.co.uk)