



## Appointment Management and Cancellation Policy

Church Street Dental Practice strives to deliver quality dental care to our patients while utilising clinical time effectively. To accomplish this, we have implemented an appointment management and cancellation policy.

### Management of appointments

We invest in the latest technology, including modern telephone equipment and easy to reach email enquiries. 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 be made or rescheduled by calling our dedicated appointments line on 01953 711300 or by emailing us on [info@zandielle.com](mailto:info@zandielle.com)

Our primary intention is to ensure that you are seen by your regular dentist or hygienist. However, if this is not feasible, we may arrange for you to be seen by another professional for a one-off appointment. We recommend that you book your appointment in advance, particularly for the hygienist, due to high demand. We would request that patients where possible make their next plan appointment when attending the practice. However, we will endeavour to send a recall should you fail to book your next plan appointment.

Should patients opt to decline available appointments or fail to utilise their entitled plan appointments, it is imperative to underscore that the practice holds no responsibility in these circumstances. Additionally, it is important to note that such appointments will be forfeited, and the practice will not issue refunds or provide extra appointments.

### Reminders

Patients will receive an email and SMS **three days** prior to their appointment. We kindly request that patients notify the practice of any changes to their contact information. Additionally, patients are encouraged to indicate their preferred method of contact to prevent missed appointments.

### Cancellation or delay of an appointment by the practice

We understand the importance of our patients' time, and as such, we will only cancel or delay appointments in exceptional circumstances. In such cases, we will promptly notify the patient and provide a clear explanation for the cancellation or delay. During the contact, we will offer the patient a new appointment at the earliest available time. Alternatively, we will advise patients to contact the clinic to reschedule their appointment. If the patient is unable to commit to a new appointment during the initial contact, we will request that they get in touch at a more convenient time.

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

We kindly ask patients to provide a minimum of 48 hours' notice for any cancellation of a dental appointment, except during weekends and bank holidays. Cancellations can be made via telephone at 01953 454358 or by email at [info@zandielle.com](mailto:info@zandielle.com)

Late cancellations or missed appointments may result in lost productivity and revenue for the practice, as other patients could have been seen during the allocated time.

***We will require a booking fee, if any appointment is missed the booking fee will be forfeited.***

Please note that a fee will be charged for missed or cancelled private dental appointments if less than 48 hours' notice is provided. The fee will either be equivalent to the check-up or scale and polish fee, or the booking fee. Plan patients are reminded that missed appointments will be forfeited for the year, with the option to reschedule for an additional charge. Failure to provide adequate notice for cancellations may result in the forfeiture of the booking fee as well.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Lianne Jelves-Sutton.