

Management of appointments Policy for Brentfield Dental Centre

Welcome to our Appointment Management and Cancellation Policy. At Brentfield Dental Centre, we operate on an appointment-only schedule, with occasional allowances for emergency appointments based on individual cases. This approach is crucial due to the high demand for appointments and the necessity to provide timely and efficient dental care to our valued patients.

Appointment Scheduling:

To book an appointment, patients must be registered with our clinic and can do so exclusively through our dedicated receptionist team. This can be done in person or over the phone during our clinic's open hours. Given the substantial demand for appointments, our scheduling system is meticulously organised to optimise accessibility for all patients.

Brentfield Dental Centre

Location: 10 Kingfisher Way, Brentfield Road, London, NW10 8TF

Contact: 020 8451 7226

Our Opening Hours:

- Monday to Thursday: 9:00 AM – 17:30 PM
- Friday: 9:00 AM – 15:30 PM
- Saturday app
- Sunday: Closed

Cancellation Policy:

Understanding the significance of our appointment schedule, we have instituted a 48-hour notice policy for cancellations. This policy is designed to facilitate efficient appointment management and offers patients the flexibility to reschedule when needed. With a 48-hour notice, patients can effortlessly reschedule their appointments. However, failure to meet this notice period will result in a warning. Accumulation of multiple warnings may lead to restrictions on booking further appointments. Additionally, if a patient cancels without the required notice and has made a payment, the amount paid is non-refundable, with refunds only applicable when a 48-hour notice is provided before cancellation.

For no-shows, a warning will be issued, and repeated warnings may result in restrictions on future appointments. We acknowledge that unforeseen circumstances may arise, preventing sufficient cancellation notice. In such cases, consequences will be assessed individually based on the specific situation.

This system prioritises fairness, ensuring that punctual and considerate patients receive the priority they deserve. It enables us to optimise appointment availability for all patients, presenting an equitable and efficient approach to appointment management. We appreciate your cooperation in adhering to these guidelines, contributing to a streamlined and effective dental care experience for everyone.

For appointment cancellations, please call: 020 8451 7226.

Confirmation Process:

Upon scheduling appointments in person with our reception team, patients will be offered an appointment card summarising details of their upcoming appointment. For appointments booked via phone, our receptionists meticulously verify the patient's contact number to ensure accuracy. Patients receive automated text reminders through the provided number, outlining crucial appointment details such as date, time, and location. This dual confirmation approach aims to enhance communication and minimise the risk of any oversight.

Rescheduling Procedures:

Patients seeking to reschedule an appointment must adhere to the aforementioned cancellation policy by providing a minimum of 48 hours' notice. If this requirement is met, the clinic accommodates the rescheduling request. However, in cases of less than 48 hours' notice, rescheduling is not allowed. Patients in such instances must book a new appointment, with the original one marked as a late cancellation, resulting in a warning. Accumulation of warnings may affect a patient's ease in booking future appointments.

For appointments with associated payments, if the 48-hour notice is given, there is no rescheduling fee. However, without the required notice, the payment made becomes non-refundable, acting as a late cancellation fee. Additionally, to schedule a future appointment, you may be required to place a down payment of an agreed-upon amount to secure your appointment. This serves as reassurance for the clinic, ensuring your attendance or acting as a late cancellation fee if needed.

To reschedule, patients providing 48 hours' notice can discuss alternative slots with the receptionist, either in person or over the phone at 020 8451 7226. The clinic ensures that rescheduled appointments align with its operational hours.

Emergency Situations or Unforeseen Circumstances:

In the event of emergency situations affecting cancellations, we acknowledge that unforeseen circumstances may arise, hindering the provision of sufficient cancellation notice. We understand that emergencies can occur, and we will assess consequences on a case-by-case basis, taking into consideration the specifics of each situation.

We recognise that unforeseen circumstances may arise, impacting scheduled appointments. In these situations, we understand that emergencies or unexpected events may hinder the ability to provide sufficient cancellation notice. We handle such cases on an individual basis, considering the specific details of each situation.

Missed Appointments:

Missing an appointment, resulting in a no-show, carries a consequence of receiving a warning. To enhance scheduling efficiency and maintain fairness to all patients, we have established guidelines for appointment timelines.

Our receptionist makes a courtesy call if the patient has not arrived 10-5 minutes before the scheduled appointment, ensuring timely communication. We strongly recommend patients arrive 10-5 minutes early to minimise potential traffic delays and maintain the schedule's integrity.

Patients arriving more than 10 minutes late, unfortunately, cannot be seen by the dentist to avoid inconveniencing the next patient or disrupting the established appointment times. This policy ensures fairness and equal treatment for all patients.

A missed appointment without prior notification is recorded as a "Did Not Attend" (DNA), resulting in a warning. Accumulation of warnings, particularly for DNA, may lead to difficulties in booking future appointments. We adhere to a two-warning policy for "Did Not Attend," prioritising patients who are committed to their scheduled appointments due to high demand.

Communication Channels:

To facilitate appointment management, we offer multiple communication channels for your convenience:

In-Person: Visit our clinic during opening hours and speak directly with our available receptionists.

Phone: Call our reception at 020 8451 7226 during our operational hours. Please note that high demand may result in a busy line; if our receptionists are occupied, we encourage patients to leave voicemails.

If leaving a voicemail, kindly include:

- Your full name
- Date of birth
- Contact number
- Nature of your call

Our receptionists diligently check voicemails and will promptly return your call. We appreciate your understanding and look forward to assisting you with your appointments.

Patient Responsibilities:

Patients play a crucial role in maintaining an effective appointment management system. To ensure a smooth experience for everyone, we kindly request the following:

Timely Arrival: We strongly recommend patients arrive 10-5 minutes early for their appointments. This minimises potential traffic delays and helps maintain the schedule's integrity.

Proactive Communication: Patients are encouraged to be proactive in their communication. Whether rescheduling, seeking information, or addressing concerns, timely and clear communication ensures an effective patient-dentist relationship.

Policy Adherence: Patients are responsible for familiarising themselves with and adhering to the clinic's policies. These policies are designed to prioritise patient and dentist staff

happiness while maintaining an efficient system for all. Your cooperation is greatly appreciated in contributing to a positive and effective dental care experience.

Review and Modification:

The clinic reserves the right to periodically review and modify this policy as needed. In the event of any changes, patients will be informed through either in-person communication or via text message. The text notification will explicitly mention the updates made to the policy and encourage patients to familiarise themselves with the amended version at their earliest convenience. Your understanding and cooperation in adapting to any necessary changes are highly appreciated.

Conclusion:

In conclusion, our appointment management policy aims to streamline the scheduling process for the benefit of all our valued patients and dedicated dental staff. We appreciate your commitment to adhering to the outlined guidelines, ensuring the smooth functioning of our clinic.

Key points to highlight are patients must be providing a minimum of 48 hours' notice for cancellations and rescheduling, arriving 10-5 minutes early for appointments, and understanding the consequences of missed appointments or late cancellations. Your proactive communication and cooperation contribute significantly to the effectiveness of our appointment system.

Thank you for entrusting us with your dental care, and we look forward to continuing to serve you with excellence.