# Cancellation and Failure to Attend Policy

Cancellations at short notice and non-attendance without a valid reason deny patients of essential dental care and treatment. To help reduce possible price increases and decrease waiting times for appointments, we have a cancellation and failure to attend policy.

We respectfully ask for 2 working days' notice to cancel an appointment. An appointment cancelled with less than 2 working days' days notice will be considered as a failed to attend the appointment.

We reserve the right to refuse further treatment to patients who fail to attend two consecutive appointments or two late cancellations.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and will of course take account of all individual circumstances.

In the event of a cancellation, we will endeavour to fill the time allocated to you with another patient.

We reserve the right to charge for any time subsequently lost as a result of a late cancellation or failure to attend.

Missed appointments will be charged at: Full Fee.

Appeals for missed or cancelled appointment decisions can be made by writing to Practice Manager by email: hello@optimaldental.co.uk  or in writing to 1 Melcombe Street, London, NW1 6AE.

**Appointment Reminders**

At Optimal Dental Health Ltd  we send appointment reminders 2 working days before an appointment. Please inform the practice of any changes to your contact details as soon as possible.

This policy was reviewed and implemented on 01-09-2024. This policy and relevant procedures will be reviewed annually and are due for review on 01-09-2025 or prior to this date in accordance with new guidance or legislative changes.

# Document Change Record

**for**

**Cancellation and Failure to Attend Policy**

The table below is used to register all changes to the policy:

| Published Date | Document Version Number | Pages affected | Description of revision | Author |
|---|---|---|---|---|
| 03/11/21 | V1.0 | New document | New Policy document | PP |
| 23/11/21 | V1.1 | 1 | NHS England and Appointment reminders | BH |
| 26/11/21 | V1.2 | 1 | Amendment of wording | EF |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Optimal Dental Health,1 Melcombe Street, London, NW1 6AE