

Failed Appointment & Cancellation Charges

Audits have revealed that failed appointments and late cancellations cost the practice around £3000 to £4000 per month. Consequently, patient waiting times for appointments are extended.

As our overheads remain the same, when an appointment is failed this has implications for our fees, whether pay-as-you-go or those for a monthly scheme.

If a late cancellation is due to illness the fee may be waived at the management's discretion.

We have given careful consideration to this and whatever the reason for the failed appointment the loss of income must ultimately mean increase in fees or reduction of service for everyone.

We have therefore decided that a failed appointment or a late cancellation i.e. less than **24 working hours notice, which we are unable to fill** will be charged at 80% of the full fee. This is because the bulk of the appointment fee applies to practice overheads which remain fixed whether or not you attend. However you are not being charged for materials which have not been used.

If there are very extenuating circumstances the fee may be reduced further or not charged at our discretion.

- In order not to keep the other patients waiting the cancellation fee may also be applied if you arrive too late for us to carry out the planned treatment. If there is only time to carry out part of treatment you may be charged the full fee for the appointment.
- These fees will apply to all patients whether or not you are on a monthly scheme. This is because the scheme does not include an element for late cancellations which could have been filled by another patient. If you do not pay for your cancelled or failed appointment you are using twice the time needed.
- For problems such as being called into work at short notice or car breaking down there will be the normal charge.

However we will not charge you for one late cancellation of a short appointment during any one year, or will reduce the cost of the 1st missed longer appointment.

Why we keep you waiting

As a practice we endeavour not to keep our patients waiting for their scheduled appointments.

If you are on a tight schedule and we keep you waiting for more than 10 minutes we will happily rebook your appointment.

The main reason why we may run late is because of unplanned emergency appointments which may exceed the emergency time we set aside. We appreciate your patience at these times as it may apply to you one day.

Another common reason for us running late is someone coming to a routine appointment with an additional problem or query that needs to be addressed or discussed. If you have something urgent which needs to be discussed, please ask the receptionist for a longer appointment.