



Appointment Management and Cancellation Policy M 233-APC v.2

It is the aim of Lime Tree Dental Practice Ltd to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Management of appointments

We invest in the latest technology, including modern telephone equipment and the latest version of exact dental to allow our receptionists to help patients make or reschedule appointments easily.

We keep daily, designated, emergency space availability. Our flexible appointment system supports timely access to care and treatment and allows patients to access services at a time that suits them by offering a late evening appointments, lunchtime and monthly Saturday appointments, which minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our receptionists on a dedicated appointments line on 01275 840234 or by emailing directly to: info@limetreedental.co.uk or through our website at www.limetreedental.co.uk

Reminders

E-mail reminders are sent to patients both 4 weeks and 5 days before their appointment and texts 2 days before appointments. A phone call reminder is also made the working day before their appointment. Patients are requested to inform the practice of any changes to their contact details. To comply with GDPR, Lime Tree patients also complete a contact preference form.

Cancellation or delay of an appointment by the practice

We will only cancel or delay 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

Cancellation of an appointment or missed appointment by a patient

Our patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 01275 840234. Late cancellations and missed appointments represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

There is a fee for dental and hygiene appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length of the appointment.

It is our aim to telephone patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their dental care. We understand that cancellations are sometimes unavoidable due to illness or emergencies and we will take account of all valid circumstances, therefore, fee requests are at practice discretion.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Anita Williams.