



White Dental and Cosmetic Rooms
128 Chiswick High Road, Chiswick, W4 1PU
0208 747 9933
info@whitedentalrooms.co.uk
www.whitedentalrooms.co.uk

Cancellations, Failed and Late Appointments Policy

We aim to provide our patients with the best possible service and to achieve this we need your cooperation.

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to book or reschedule appointments easily. 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 to be seen. Appointments can be made or rescheduled by calling our reception team on 0208 747 9933 or emailing info@whitedentalrooms.co.uk.

Reminders are sent via text messages or email at appropriate intervals before any appointment, and patients are requested to inform the practice of any changes to their contact details. Please note, text and email reminders are sent out of courtesy, not necessity, and it is your responsibility to attend your appointments on time. All text messages and emails sent by our system are logged when successfully sent. It is your responsibility to check your text messages and emails and to ensure that we are informed of any changes to your details. We will assume that you have received your reminder if it has been logged as successfully sent.

It is inevitable that sometimes you may need to cancel or rearrange your dental appointments.

We would ask patients to give as much notice as possible when cancelling an appointment, so we have the opportunity to offer it to someone else, although we do understand that during an emergency this is not always possible. Non-attendance and cancellations at short notice deprive other patients of our services and valuable clinical time.

Appointments are often wasted when people do not attend. These appointments could have been used by other patients.



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Failure To Attend

The first time a patient fails to attend a booked appointment, we will notify them by phone, letter or email reminding them that in the future they must cancel appointments with appropriate notice if they are unable to attend.

After failing to attend for a second time, we will again notify you by phone, letter or email. You will no longer be able to book further appointments without prior payment to secure the appointment. Should you fail to attend this appointment; this fee will not be refunded. We also reserve the right to deregister you as a patient of the practice.

Failing to attend an appointment will incur a fee of £1.50 per minute of the missed appointment.

Lateness

Should you arrive more than 10 minutes late for your appointment, you may not be seen. Should you arrive too late to be seen you will incur a fee for the missed appointment. This will be £1.50 per minute for the missed appointment.

Cancellation

Patients who wish to cancel dental appointments must do so at least 48 hours before their scheduled appointment. Cancelling within 48 hours of your appointment, will incur a fee. The fee will be £1.50 per minute based on the length of your appointment or treatment time lost. This fee will be communicated to you at the time of cancelling your appointment or after via email.

We reserve the right to ask a patient to find another dental practice should they fail to attend appointments, arrive late to appointments, or not provide at least 48 hours' notice to cancel an appointment.

Should you have any questions about our Cancellations, Failed and Late Appointments Policy, please do not hesitate to contact us. We thank you in advance for your support and cooperation.