

# Lancing Dental Practice Policy on Appointments and our Patient Expectations

At Lancing Dental Practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

## In our Practice we:

- Communicate with patients in a courteous, friendly, professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Refer patients for further professional advice and treatment where appropriate.

## In our Practice we will:

- Manage our appointments system so that treatment appointments are booked no more than 6 months ahead.
- Ensure that patients should have to wait no longer than 10 minutes to be seen. Where there is a further delay we will explain the reasons.
- As a courtesy, we will endeavour to remind patients of their appointment by phone, email or text (as preferred) where the appointment time exceeds 30 minutes. However, if a reminder is not received, it is still the Patient's responsibility to attend the appointment or to give the required notice to reschedule / cancel the appointment.
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons.
- Advise patients if there is a change of Dental Practitioner.

## In return, we would like you to:

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we are able to contact you.
- Advise us of any changes to your medical history.
- Communicate with our Dental team in a calm, courteous and unthreatening manner.
- Respect and give consideration to other patients.
- Ensure you have the means to pay for treatment on the day of the appointment.
- Arrive on time for your appointment. Please give the Practice at least 24 hours notice (for appointments with the Dentist) / 7 days notice (for appointments with the Hygienist) if you are unable to keep your appointment.

### Private patients only:

- We may charge for missed appointments, or appointments cancelled with less than 24 hours' notice with the Dentist and appointments cancelled with less than 7 days notice with the Hygienist;
- Where patients cancel 2 or more appointments, a non-refundable deposit will be requested before booking the next appointment. This deposit will be used towards the cost of the treatment if the patient attends the booked appointment;
- Where an appointment is booked for 60 minutes or more, you may be asked to pay a non-refundable deposit. This deposit will be used towards the cost of the treatment if the patient attends the booked appointment.

### All patients:

The Practice reserves the right not to offer any further appointments to the patient in the following circumstances:

- If you fail to attend an appointment without any notice;
- If you cancel an appointment without providing the required notice;
- If you cancel more than 2 appointments with the required notice;
- If you fail to treat our Dental team and other patients with respect and courtesy;
- If you fail to pay for treatment after treatment has been carried out;
- If you fail to pay any outstanding charges/fees.