

Apollonia House Dental Practice

Missed Appointment Policy for Private Patients

Every year we lose valuable surgery time because of patients failing to attend their appointments, or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. It also costs the surgery a considerable amount of money.

Patients Attending Appointments for Private Treatment

To cover the surgery running costs a charge of £45 will be made for every 30 minutes of the appointment length. Whilst this will not cover the cost of having an empty surgery, it will go towards some of the daily running costs.

Reminders

Reminders are available for your check-up appointments. A reminder will be left a few days before your appointment. It is your responsibility to ensure that we are informed of any changes to your mobile phone number or alternative numbers. We will assume that you have received your reminder if we leave a message on the numbers on file.

Please note, reminders are done out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure on our part to remind you of an appointment is not sufficient reason for failing to attend or turning up too late for treatment.

Dated: January 2018

Review: January 2019