



SDC group

LOCHTHORN DENTAL CLINIC FAILURE TO ATTEND/LATE CANCELLATION POLICY

As a dental clinic, we aim to be here when our patients need us, to offer the best possible service that we can. This means maintaining an ideal environment for patient care with a highly trained clinical staff and clinical team, efficient and knowledgeable support staff.

We offer excellent availability for patient appointments in order to fit with the many and varied schedules of our patients and allow them uninterrupted access to dental care.

When appointments are scheduled, we provide printed appointment reminders where appropriate/requested and offer both e-mail and SMS text reminders of any scheduled appointments. Please note, SMS text reminders are sent out of courtesy, not necessity. It is the responsibility of the patient to arrive on time for an appointment. Failure of the text messaging system for any reason is not sufficient reason for failing to attend or arriving too late for treatment.

All that we ask when providing the above is that patients attend their appointments when scheduled. Recent research through a number of sources shows that statistically, a dentist wastes on average 3 weeks a year as a result of patients failing to attend (FTA) appointments. This can mean inefficiency, frustration and incredible waste, but more importantly, can prevent patients who may be awaiting emergency treatment from accessing dental care.

We fully accept that on occasion, life throws up all sorts of incidents and episodes that simply prevent one being able to attend an appointment or even contact to advise that the appointment will not be attended. These are NOT the sort of failed appointments that this policy aims to address. These situations are unavoidable.

We aim to treat all of our patients fairly and impartially at all times. This policy aims to address those appointments which are missed with no notice given and no attempt made to advise that the appointment will be missed.

In such circumstances, the clinic reserves the right to levy a charge for the wasted appointment time as even when appointments are failed, the clinic costs remain.

We request that any appointments that are to be cancelled or to which patients are unable to attend should be notified with at least 24 hours' notice. If this is not adhered to, then a first notification will be given verbally and/or in writing and recorded in the patient records. If a second appointment is missed in similar circumstances, then it is likely that a fee will be levied to the patient account. No further appointments will be offered until this missed appointment fee is settled.

www.sdcgroup.co.uk

SDC Group Office

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The FTA fees are £20 per 15 minute appointment or multiple thereof.

Late cancellation charges (within 24 hours) will apply at the same rate as an FTA appointment if an appointment is cancelled and we are unable to fill the time. In the event that some or all of the cancelled surgery time is used by another patient, cancellation charges will be reduced pro-rata.

Patients who are unable to make their appointment because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us early to discuss the matter rather than leaving it to the last minute.

Adequate notice of cancellation offers a courtesy not only to the treating clinicians but also to other member patients who may be able to utilise the dentist's available time to access emergency care. The fees detailed apply to both adult and child appointments.

As with all medical facilities, we aim to see our patients on time but due to the nature of health care, this is not always possible. However, if a patient turns up late for their appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

For some procedures, requiring attendance of visiting professionals (Sedation, Oral surgery, ENT) or where there are substantial laboratory fees associated with a procedure, appointment fees may be requested at arrangement of appointment. These fees are non-refundable if the appointment is failed.

This policy does not affect your ability to seek NHS care at another NHS practice.

IN NOVEMBER 2016, FTA APPOINTMENTS RESULTED IN 15.1 HOURS OF WASTED SURGERY TIME- EQUIVALENT TO 6.3% OF SURGERY TIME AVAILABLE FOR THE MONTH

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