ATTENDANCE POLICY AT MEADOWBANK DENTAL PRACTICE

Cancellation and Failure to Attend Policy

Cancellations at short notice and non-attendance without a valid reason deny patients essential dental care and treatment. To help reduce possible price increases and decrease waiting times for appointments, we have a cancellation and failure to attend policy.

We respectfully request 24 business hours' notice (excluding weekends and public holidays) to cancel an appointment. An appointment cancelled with less than 24 business hours' notice, or failure to attend an appointment without any prior notification, will be considered a failed to attend appointment.

The practice reserves the right to cancel your registration, should you fail to attend three consecutive appointments or three late cancellations within a 12-month period.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and will, of course, take account of all individual circumstances.

In the event of a cancellation, we will endeavour to fill the time allocated to you with another patient. Due to the impact on other patients who may require urgent care, a fee will be charged for any time subsequently lost as a result of a late cancellation or failure to attend. Such appointments will be charged at £1.00 per minute for the Dentist, depending on the length of the scheduled appointment, and £45 for appointments with the Hygienist.

Appointment Reminders

At Meadowbank Dental Practice, we send appointment reminders one week & two days prior to your booked appointment.
Please inform the practice of any changes to your contact details as soon as possible.

How to Cancel

To cancel an appointment, please contact us by phone at 0131 659 5670 or email at reception@meadowbankdental.co.uk at least 24 business hours in advance.

This fee will be added to your account and is payable prior to rebooking any appointment.

A full copy of our Cancellation and Failure to Attend Policy is available on our website at www.meadowbankdental.co.uk and at reception.