

# *St Oswald's Attendance Policy*

We hope you can appreciate that surgery time is important so that we can serve the needs of all our patients. With this in mind, it is important we have an attendance policy.

## **Dentist Visits**

- Rescheduling or cancelling a dentist appointment with less than 2 working days' notice is considered a late cancellation.
- Your dentist may charge a fee for this to cover surgery overheads.
- Exams carry a late cancellation fee of £20 per visit.
- Treatment carries a late cancellation fee of £108 per hour.
- Your dentist will carefully consider your attendance history and any reasons for failed attendance when making a decision. Should they apply a fee, they will inform you by telephone or in writing.

## **Hygiene Visits**

- Rescheduling or canceling a hygiene appointment with less than 7 days' notice is considered a late cancellation.
- A fixed late cancellation fee of £28 is always applied.
- This is necessary because historically the hygienist diary has had so many cancellations the viability of the service was at risk.