

Dental 32

Failed Appointments and Cancellation Policy

We run a busy practice at Dental 32 and unattended appointments are a waste of the dental team's valuable time and unfair to patients who have been waiting for appointments.

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients.

With adequate notice we are able to offer the slot to other patients who are need of care. For this reason we have a Failure to Attend and Cancellation Policy in place.

If your appointment time becomes inconvenient to you, in order to be respectful of your fellow patients, we require a minimum of 2 full working days notice should you need to cancel or reschedule an appointment. This allows us to schedule in a patient who may be in urgent need of our care.

If the cancellation is made less than 3 hours before the appointment time, or you do not attend the appointment this will be marked as a failed to attend.

If a patient **fails to attend 2 appointments** or **cancels without 2 full working days notice 3 times within a 2 year period** of time we reserve the right to deny further treatment and remove that patient from our register.