

## Independent (Private) Attendance Policy

At Pinn Dental we aim to provide all our patients with the best possible service. This policy helps us deliver dental services appropriately. Missed appointments are a lost opportunity to provide valuable patient-facing time to another patient in need. This policy is in place to ensure a fair, consistent and transparent process is followed when a patient misses an appointment or cancels at short notice without giving a minimum of 48 hours' notice.

We are inundated with patients seeking dental services and have more than 30 new patients joining our practice a month, so it is essential the practice time is made available to those who require and value the service.

Should any patient miss an appointment for private or independent treatment, they will be asked to pay a fee for the lost surgery time that is proportional to the length of the session and complexity of the treatment scheduled.

We require more than 48hrs notice for all cancellations or appointment changes unless there are exceptional circumstances and proof can be provided upon request.

### FTA Fee Guide

*Charges will be at the practice discretion and could be in some cases more or less than outlined below, depending on complexity.*

Hygiene Appointment:	50% of the treatment costs
Dental Appointment:	50% of the treatment costs

### Clarification:

#### Failure to Attend (FTA)

This is logged by our software system when no notice has been given either verbally or in writing. This means the clinic time has been wasted, when in fact it could have been offered to someone else in need.

#### Short Notice Cancellations (SNC)

Please note, a short notice cancellation (less than 48 hours' notice) is the same as a missed appointment as we are unable to offer this time to someone else and often results in wasted clinic time which is highly sought after and in high demand.

#### Cancellation Confirmations

Cancelled appointments MUST be either verbally (in person), over the phone or in writing via email to [trustdental@outlook.com](mailto:trustdental@outlook.com) and must be accompanied by an email confirmation from us to ensure this has been done correctly.

### Advanced Payments or 'Deposits'

Sometimes an advanced payment or 'deposit' may be taken when booking the appointment for planned or agreed treatment. This is to secure the appointment and order the relevant materials and components necessary for the next visit.

The practice reserves the right to decide the appropriate action when it is deemed a patient repeatedly misses appointments or cancels at short notice. The practice is committed to investing time in understanding why a patient has missed appointments before deciding not to see a patient again.

In occasional circumstances, we reserve the right not to see or treat the patient again, especially if there has been multiple missed visits and it is deemed this is having a negative effect on patient care.

The practice will not discriminate in its decision to restrict access to dental services for the vulnerable and socially disadvantaged members of society. Exceptions will be considered for patients whose mental impairment or physical state may affect their attendance. Withdrawal of dental care in these cases will be at the practice's discretion only after all other reasonable resolutions have been exhausted, and after a discussion with the patient.

#### Details

- If a patient asks to appeal following exceptional circumstances, they will have 28 days to provide us with proof/details to enable us to consider their appeal.
- A task will be set by the receptionist for 28 days, if the patient has failed to respond within this time, they will automatically have their appeal closed.