

# DENTTEAM DENTAL CENTRE APPOINTMENTS POLICY:

## **CHECK-UP APPOINTMENTS:-**

Reminders are sent to patients – by text, email, letter or telephone. Patients are expected to contact the practice to make an appointment.

## **FOLLOW-UP/TREATMENT APPOINTMENTS:-**

These are usually generated by the dentists and the length of the appointment is determined by the type of treatment the patient requires. The dentists will advise the receptionists of the type and length of the appointment required via the computer screen. When in doubt speak to the dentist concerned.

## **EMERGENCY APPOINTMENTS:-**

The practice sets aside 2 or 3 daily emergency slots (either before or after the lunch break) for all the dentists apart from Dr Sam Camderman. Patients are advised to call the practice at 8.20 a.m. to secure an appointment for that day.

In the event that there are no emergency appointments available with your dentist, an appointment with another dentist may be offered. However, if there are no appointments with any dentist, patients will be advised to either call back the following morning or will be given the telephone number for NHS Direct who will advise them of other dentists who are seeing emergency patients that day.

When making an emergency appointment, the appointment is for that problem only and the dentist will try to deal with the problem but may not always be able to carry out treatment – especially if seeing a different dentist to your usual one.

## **OUT OF HOURS:**

Please contact the Emergency Out of Hours service on 111 after the Practice has closed.

## **SHORT NOTICE CANCELLATIONS:-**

Patients are advised to give as much notice as possible when cancelling an appointment – 24 hours is recommended. However, in exceptional circumstances this may not be possible and patients are advised to always cancel their appointment at short notice rather than not turn up for it – any notice is better than none at all! Reception staff will record in patients notes any late cancellations and the reason why. Patients will be advised that more than one short notice cancellation may mean their dentist will no longer see them in the future – however, this is at the discretion of the dentists

## **FAILED APPOINTMENTS:-**

The Practice's policy is when a patient fails their appointment twice their records will be de-registered and they will be advised to find another Practice to register with.

After failing one appointment a letter will be sent to the patient to advise them they missed their appointment and to contact the Practice if they wish to re-book.

After failing a second appointment a letter will be sent to the patient to advise them that as they have failed twice, they will no longer be seen at this Practice and to find another Dental Practice. In exceptional circumstances discretion will be used if a patient fails more than once, this will be the decision for the dentist and Practice Management Team to make.