

## **MDC Failure to Attend & Short Notice Cancellation Policy At Moira Dental Care**

We have a strict policy in place for patients who fail to attend their dental appointments (FTA) and patients who make short notice cancellations (SNC). An appointment must be cancelled within one full working day to avoid any fees being incurred. Patients are informed of this policy at the time of booking online, in their confirmation messages/emails and in their reminder messages/emails. If your appointment falls on a Monday at 9am, this appointment must be cancelled the previous Friday at 9am. An appointment on a Wednesday at 5pm, must be cancelled on Tuesday before 5pm. We have a comprehensive reminder system in place which allows patients to be reminded of their appointment one month prior via email, three days prior via email and two days prior via SMS message. This allows plenty of time for any changes to be made to planned visits. If a patient FTA or SNC their appointment they will incur a fee.

**This is set at £60 minimum charge for a 20-minute appointment and is then chargeable at £1 per minute thereafter for appointments longer than 20 minutes.**

This fee can sometimes be waived at the discretion of the treating dentist.