



Rolfe Dental

139 Eastwoodmains Rd Clarkston Glasgow G76 7HB

Appointment Management and Cancellation Policy

It is the aim of Rolfe Dental to provide quality dental care for our patients and to use clinical time effectively. To achieve this, we have an appointment management and cancellation policy.

Making your Appointments

Appointments are made at the practice by calling 01416380046 or emailing patients@rolfedental.co.uk

Reminders

An email is sent out at the time of booking your appointment, with a further email 1 month and 1 week before your appointment, as well as a text 2 days before your appointment. It is the patient's responsibility to ensure the practice has up to date contact information. This is generated by our software and is a courtesy. It is the patient's responsibility to attend their appointment.

Cancelling or delay of an appointment by the Practice

We will only cancel or delay a patient's appointment with short notice in unavoidable circumstances. We may have to cancel appointments due to Holidays as we book in your appointments up to a year in advance, in these circumstances plenty of notice would be given. Cancellations are sent out via text and email or a phone call if mobile number and email address have not been provided.

Cancellation of appointment or missed appointment by a Patient

Patients are requested to give at least 24 hours notice to cancel an appointment. This can be done by calling us on 01416380046 or emailing patients@rolfedental.co.uk

Late cancellations, missed appointments and lateness to appointments represent a cost to the practice, and a delay for other patients to be seen.

Charges will occur for cancellations with less than 24 hours notice and missed appointments, these are charged at £10 per 10 mins surgery time wasted. Hygienist appointments cancelled are charged at the full cost of appointment £55.

Due to the Volume of new patients registering at the practice, if the initial new patient exam or one appointment is cancelled at short notice or missed, we cannot guarantee being able to complete a patient's treatment or offer further appointments in the future. You would have been advised when booking your initial appointment regarding registration on completion of a course of NHS treatment.

It is our aim to telephone, email or text a patient to inform them of a missed appointment and to inform about any fee and any registration information if required.

We understand that cancellations are sometimes unavoidable, these charges are at the discretion of the dentist and may not apply if the space can be filled.

We look forward to continuing to treat you at the practice or welcoming you to the practice.