



Cancellation & DNA Policy

Bank Medispa

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Contents

Policy details 1

Introduction 3

Scope and Aim 3

Cancellations 3

Missed Appointments..... 3

Introduction

At our Clinic, we are dedicated to delivering the highest quality and the most efficient services to our patients. If an appointment is missed or cancelled with less than 48 hours' notice, we are not able to offer this appointment to other patients.

This Policy will help our team and patients to understand the importance of attendance at appointments and communicating with us if an appointment cannot be attended.

Scope and Aim

This policy applies to all who work within the clinic.

Cancellations

We attempt to be available during the times our patients require. At our clinic, we recognise that unanticipated events occur. However, out of respect for both our practitioners and our patients who are trying to rearrange their busy schedules, we try to encourage our patients not to cancel appointments last minute or not arrive for scheduled appointment.

All patients when booking an appointment will be informed of our cancellation policy. It is important that everyone is aware of their rights to cancel. In order to ensure a smooth running of the service it is important that notice is given for any cancelled appointments to ensure that the time can be offered to those waiting. All cancellations have to be made 48 hours ahead of the appointment to avoid the £50 deposit made upon the booking being non-refundable. If you do not advise us of your non-attendance, you will not receive a refund and will not be able to use the payment towards a new appointment. If you do need to change your appointment, please advise us as early as possible. For any rescheduled bookings, all consultation fees must be redeemed within 6 months of initial booking.

All patients may cancel or reschedule an appointment without charge prior to 48 hours in advance or by the end of business hours (6:00pm) 48 hours before the appointment.

The only exception to our cancellation policy is emergency hospitalisation.

Missed Appointments

Out of consideration and respect of our practitioners' time, if a patient does not show up for a scheduled appointment and does not provide any type of advanced notice, the patient's deposit will be made non-refundable.

If a patient does not arrive for an appointment the team will attempt to contact the patient to ensure that there is no emergency. Once contact has been made the reason for none attendance will be documented in the patient notes and where applicable a future appointment will be made.