

## **Appointment Management and Cancellation Policy**

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

### **Management of Appointments & Reminders**

**Management of appointments:** Appointments can be rescheduled by calling the centre on 0118 969 2299 or emailing to 3wayhealthcare@gmail.com.

**Reminders:** Email reminders and text messages are sent to patients three days before any appointment and patients are requested to inform the practice of any changes to their contact details (Unless clients have opted out of this service).

### **Cancellation or Delay of an Appointment by the Practice**

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay.
- At the time of contact, the patient will be offered a new appointment at the earliest time available.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment.

## **Cancellation of an Appointment or Missed Appointment by a Patient**

### **Self Funding Clients on Pay As You Go**

- **Late Cancellations** (giving less than **48 working hours** notice): no charge for first time, thereafter you will be charged: £30
- **DNA**: no charge for first time, thereafter the full price of treatment will be charged

### **Self Funding Clients on Packages and Programmes**

- **Late Cancellations** (giving less than **24 working hours** notice): no charge for first **2 times**, thereafter appropriate session deducted from pack/programme
- **DNA**: no charge for first **2 times**, thereafter appropriate session deducted from pack/programme

*As a result of your commitment to purchasing a package or programme we can waive the first 2 late cancellations or DNAs, which is exclusive to our 'Programme' clients. Not charging for these sessions is possible due to your investment and commitment you have made in your personal healthcare package/programme.*

### **Private Medical Insurance Clients**

- **Late Cancellations** (giving less than **48 working hours** notice): no charge for first time, thereafter you will be charged: £30
- **DNA**: no charge for first time, thereafter the full price of treatment will be charged

Please be aware that charges for cancellations and not attending appointments are the responsibility of members, not the insurance company.

## **Failure to Make Payments**

If invoices remain unpaid for 7 working days of the date of invoice then this will result in a £25 administration fee being added to the invoice. If the invoice remains unpaid for a further 7 days then court action will be taken against you (the claim will include any interest and fees arising from the unpaid debt).

ALL PAYMENTS MUST BE MADE WITHIN 7 DAYS OF THE DATE OF INVOICE. IF THIS IS NOT MADE THEN A CHARGE OF £25 WILL BE APPLIED. IF AFTER A FURTHER 7 DAYS PAYMENT IS NOT RECEIVED WE WILL ISSUE COURT PROCEEDINGS TO RECOVER THE DEBT (INCLUDING ANY ADDITIONAL COSTS RESULTING FROM THE CLAIM).

Payment of any charges can be done using either of these methods:

1. Credit or Debit Card (either in person or over the phone)

2. Bank Transfer

Name: 3 Way Healthcare Ltd

Bank: Santander

Account: 10176948

Sort Code: 09-02-22

## **NHS Clients**

- **DNA and late cancellation (less than 24 working hours)**: If you fail to attend we will email you to provide you with an opportunity to make a further appointment. If you fail to make contact within 7 working days you will be discharged from our care. If you fail to attend a second time you will be automatically discharged.
- **Turning up late for an appointment**: if you arrive more than 15 minutes late to a first appointment or more than 10 minutes to a follow-up you won't be seen. You'll be given the opportunity to make a further appointment; if you turn up late a second time you will be discharged from our care.

These policies will reset at the commencement of a new package of care, or after 12 months since the date of the first chargeable late cancellation or DNA.

*Failure to comply with these charges may result in you being discharged from our care.*

This policy forms part of our Terms & Conditions.