

## Failure to Attend Policy

Due to the high demands on Dentistry, and the needs of our students, failure to keep appointments may result in a patient being taken off the waiting list and treatment provided by Bristol Dental School being discontinued.

Patients who fail to keep the initial appointment offered after reaching the top of the waiting list will not be offered a further appointment.

- Patients over the age of 16 who fail to attend appointments will be subject to the failed appointment policy. Effort will be made to contact you and encourage you to book a further appointment however failure to rebook appointments within the given timeframes will result in final discharge.
- Patients over the age of 16 who cancel an appointment without giving the required 24hrs notice will be encouraged to rebook the appointment at the time of cancellation.
- Failure to rebook appointments within the timeframes outlined in the Failure to Attend Policy will result in final discharge and no further appointments will be offered.

If a patient fails to attend or fails to give sufficient notice to cancel on more than 2 occasions in a 12-month period, they will be denied any further appointments and will be required to find an alternative dental provider.

For patients under the age of 16, failure to attend will initiate the Was Not Brought (WNB) procedure.

All patients will be informed of the Failure to Attend Policy

- When adding themselves to the waiting list
- Upon initial attendance for triage assessment
- Upon failure of an appointment.

If you would like to see the full policy, please speak to a member of staff.