



Dentists @ Burswood's cancellation and missed appointment policy

All appointments are exclusively made for each individual patient. Your appointment time is therefore set aside for you alone. We do value your time and where appropriate will schedule longer appointments to efficiently complete as much dental treatment as possible at one visit, thereby causing minimal disruption to your daily schedule. We encourage all our patients only to make appointments that they know they will be able to keep.

Emergencies and unforeseen patient treatment problems may arise, causing practice schedule changes. Emergencies invariably arise at the most inconvenient times. If you have a dental emergency that needs immediate attention, we will endeavour to see as soon as possible. We expect that other patients who might be slightly inconvenienced by this will be understanding of the emergency situation. At some point, they may need the same courtesy too.

We understand that occasionally you may also have an unexpected need to rebook your appointment. We therefore ask that you notify us at least 24 hours in advance if you cannot make your scheduled appointment, to allow us the opportunity to offer it to other patients.

However failing to give us at least 24 hours notice of cancelling your appointment, we will give you a warning regarding your missed or late cancellation and remind you of our policy. Upon your second missed or late cancellation within twelve months a fee of \$25.00 will occur.