**PerioCare Dental Practice Policies**

**Cancellation Policy and Failed Appointments**

We will endeavour to remind you of your appointment but would like to remind you that we require a minimum of 24 hours’ notice for cancellation of any appointment. Failure to give the appropriate notice of cancellation may result in a cancellation fee of £80 per hour being charged. This fee will be proportionate to the length of the failed appointment to cover the cost of the surgery time wasted.

Patients who have failed to attend or late cancelled on more than two occasions may be removed from our patient list.

**Deposits**

Please note that deposits are non-refundable if appointments are missed or cancelled within the time frame stated above. We are happy to rebook appointments within these remits and carry the deposit over to the new booking for you.

**Medical History Updates**

We would like to politely remind you that regulations require us to have updated medical history forms for all patients. Your medical history must be updated before new course of treatment which you can now do securely using the online portal. If it has been more than six months since you updated your medical history, we will prompt you to do so before your next appointment. If you encounter any issues using the online portal, our receptionist team is happy to help. Kindly arrive a few minutes ahead of your appointment time to allow for this.

**Complaints Policy**

As always, we encourage you to let us know if you have any questions or worries. Feel free to speak confidentially with a member of our friendly and approachable team to inform them of your concerns.

**Data Protection: Privacy Notice for Patients**

In providing your dental care and treatment, we will ask for information about you and your health. The practice is responsible for keeping secure the information about you that we hold. Those at the practice who have access to your information include dentists and other dental professionals involved with your care and treatment, and the reception staff responsible for the management and administration of the practice.

The practice manager, our data protection officer, ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly. You can contact our practice manager directly at the practice by telephone or email.