



Denplan Refundable Deposit Policy

Introduction

Refundable deposits scheme for Denplan patients for treatment appointments to avoid inefficiencies though missed or late cancelled appointments of long duration. This does not affect general dental check ups or routine hygiene appointments.

Reasons

- Significant number of missed and late cancellations of treatment appointments
- Very difficult to then bring patients in to take that appointment time
- Leads to empty appointments sessions for the dentist and hygienist that could have been used by another patient
- This increases the wait time for all patients for treatment appointments including other Denplan patients
- Loss of income to the practice if an appointment session is empty leading to higher denplan fees to accommodate these missed appointments

Steps for Implementation

1. Any treatment appointment for a denplan patient will be subject to a refundable deposit of £50
2. The deposit will be returned if the appointment is attended
3. The deposit will be lost if the appointment is not cancelled with 24hrs notices or if a patient fails to attend
4. This follows our practice cancelation policy.
5. Mitigating circumstances – Of course unavoidable things happen but the discretion will lie with the practice.

Conclusion

We rather not have to implement this policy but unfortunately, we can no longer continue with missed appointments and empty surgery time. We hope this provides clear communication about refundable deposits scheme. If you have any further enquiries please contact the practice.