



PRACTICE APPOINTMENT POLICY

Person responsible for review of this protocol is: Practice Manager

Date of last review: 04th June 2025

Date of next review: 04th June 2026 (or ever needed update)

At Monteiro Dental Clinic we value and respect our patients and strive to meet your expectations. This code of practice outlines how we manage our appointment systems and communication to provide the highest standard of care.

Our Team's Commitment

All members of our team will:

- Act in a way that justifies the trust you place in us
- Provide you with a standard of care we would expect for ourselves
- Provide advice and treatment outside normal surgery hours where necessary
- Stand by the promises we make
- Keep our professional skills and knowledge up to date
- Maintain strict confidentiality of any information you provide as a patient of our practice

Appointment System

- Appointments are managed so that treatment is generally booked no more than 2 weeks in advance
- We aim to see you within 10 minutes of your scheduled time; delays will be explained

- Appointment reminders are sent by text, email, or phone—depending on your preference
- We monitor waiting times for both treatment and appointment bookings
- If we need to cancel or reschedule your appointment, we will notify you as early as possible with an explanation
- If your dentist changes, we will inform you and explain the reason

Communication Standards

We will:

- Be courteous, friendly, and professional at all time
- Respond promptly to phone calls and only place you on hold after confirming the reason for your call
- Provide clear information about our services and fees, including payment methods
- Explain your treatment options and costs, answer questions, and give you time to decide
- Provide a written treatment plan and cost estimate for every new course of treatment and obtain your consent before starting
- Offer urgent care during practice hours as soon as possible. For emergencies outside working hours, please call NHS 111. You may also leave a voicemail on our line; messages will be treated as a priority the next morning.
- Refer you for specialist care when appropriate
- Respond to all written correspondence within five business days
- Welcome and act on patient feedback and complaints. Our complaints procedure is available on our website, at reception, and staff are trained to assist you

Your Responsibilities

We kindly ask that you:

- Participate in your dental care, especially preventive advice and dietary recommendations
- Arrive on time for appointments
- Inform us at least 24 hours in advance if you cannot attend—missed appointments without notice may incur a fee
- Update us if your contact details change

- Treat our staff with courtesy and respect

Deposit & Booking Policy

- All appointments require a £50 deposit to secure your booking
- Appointments exceeding 1 hour (excluding implant surgeries) require a 50% deposit of the treatment cost
- Implant surgeries require a 50% deposit of the implant cost
- Multiple family members scheduled for the same day will each require a £50 deposit per person
- Deposits must be paid within 24 hours of booking, or the appointment will be cancelled
- Deposits can be paid by BACS, phone, or in cash at the practice
- If you fail to attend or cancel with less than 24 hours' notice, the deposit will be retained as a fee

Appointment Confirmation

- Appointment confirmation is mandatory at least 24 hours in advance
- If not confirmed, the system may automatically cancel your appointment