



Clinic Cancellation Policy

1. Missed appointments and late cancellations represent significant concerns to AECC UC Clinic both in relation to patients who could have been seen during this time and the impact on the learning experience of AECC University College students.
2. The Clinic is always happy to change an appointment providing at least 24 hours' notice prior to the appointment. This time allows the opportunity for another patient to take the appointment.
3. Any patient who fails to provide AECC UC Clinic with 24 hours advance notice or fails to present for a scheduled appointment (Did Not Attend - DNA) twice in any two-month period will be charged the full amount for the missed appointment with all beneficial rates being suspended for the following three-month period. A letter advising patients of the above will be sent in each case.
4. If mitigating circumstances can be evidenced, the relevant Clinical Lead reserves the right to waive the conditions of this policy on a case by case basis.
5. This policy will apply to all patients (including staff) and students.
6. We thank all AECC UC Clinic patients for their cooperation and understanding.

Version:	1.1
Approved by:	Senior Management Group
Originator / Author:	Chiropractic Clinic Lead
Policy owner:	Director of Clinical and Rehabilitation Services
Reference source:	Previous versions
Date approved:	March 2022
Effective from:	March 2022
Review date:	March 2025
Target:	All staff, patients & service users
Policy location:	Staff Information Portal (SIP) / Clinical Governance Files
Equality analysis:	No direct impact, the policy provides for equality analysis to be undertaken as part of policy review The policy provides for information to be made available in alternative formats as required, to make reasonable adjustments in line with the Equality Act 2010.