

Cancellation policy

Missed appointments and late cancellations represent significant concerns to The AECC Clinic both in relation to patients who could have been seen in during this time and the impact on the learning experience of AECC students.

The AECC Clinic is always happy to change an appointment providing they are provided with at least with 24 hours' notice prior to the appointment. This time allows the opportunity for another patient to take the appointment.

Any patient who fails to provide The AECC Clinic with 24 hours advance notice or fails to present for a scheduled appointment (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 or for three months following their next booking.

Failure for a patient to attend a pre-booked appointment more than two occasions in any two month period will result in them receiving a warning letter advising them that AECC clinics reserve the right to refuse to continue to treat them as a patient for up to one year.

If mitigating circumstances can be evidenced, the Director of Clinic reserves to right to waiver the conditions of this policy on a case by case basis.

This Policy will apply to all patients, including staff, students and friends and family of staff and students.

We thank all AECC Patients for their cooperation and understanding.

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Originator / Author:	Neil Osborne/Rhonda Card
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