Missed Appointments and Late Cancellation Policy
Revision 1, Review Date: Aug-20

04th September 2019

At Pembroke Dental, we pride ourselves in offering you personalised care and reserve appointment times to accommodate your needs. Late arrivals, missed appointments, or late cancelled appointments without sufficient notice, create a gap in our Provider's schedule. These are appointments that could be utilised to offer care to another patient.

Late Arrivals

If a Patient presents to the clinic late for a scheduled appointment with our Providers, the Patient is asked to reschedule their appointment due to the Late Arrival Policy. We will explain to the Patient that the time spent with you is minimised which does not allow for a full assessment. It also disrupts the schedule for our Provides and other Patients.

At Pembroke Dental Patients who arrive late (exceed 50% of scheduled appointment time) will be rescheduled.

Late Cancellations and Missed Appointments

At Pembroke Dental we require a 24-hour notice on all cancellations. As a courtesy to our Patients, we try to confirm all appointments and sent out a text message reminder the day before your appointment date. We recognise that situations arise that are out of your control; however, it is imperative that you contact our office immediately to notify us of your cancellation in a timely manner.

Appointments cancelled with less than 24-hour notice or appointments missed will be subject to a non-refundable fee of €30.00 or €50.00. If this is your first time cancelling with less than 24 hours' notice or missing an appointment with the clinic, you will be not charged. Any future late cancellations or missed appointment will be charged at the above rates.

We ask you for your consideration and cooperation in scheduling your next appointment. Please understand that we are partners in your healthcare, and we are committed to offering your appropriate care when you need it.

Thank you for your understanding.

Pembroke Clinic Management Team