Momentum Healthcare

Sports Medicine • Sports Therapy • Injury Rehabilitation

Momentum Healthcare Cancellation and DNA policies

General Clinic Cancellation Policy:

Momentum Healthcare operates a strict 24-hour cancellation policy. The patient is liable for payment of the full fee of the treatment cost on failure to cancel their appointment within a 24-hour period prior to their scheduled appt time.

Why the full fee?

Momentum Healthcare is dedicated in the optimal provision of patient care and waiting lists are common. This is why it is important patients inform us of non-attendance as soon as possible to ensure our team have a reasonable time to offer this appointment to patients on our waiting list. Failure to attend an appointment without appropriate notice not only accumulates significant cost to the Momentum Healthcare practice, but more importantly prevents other patients who need our services access to our expertise and care.

To assist our patients as much as possible, reminder emails are sent so patients can track and remember their appointments with ease. On booking, patients will receive an email confirmation stating the date and time of their appointment. Patients are also sent a reminder **24 hours** prior to their appointments to remind them of their allocated appointment time. This email reminder gives our patients the appropriate time to review their appointment and cancel if they need to.

Please be advised that if appointments are made for a Monday, emails and voicemails after 1pm on a Saturday will not be received until 9am Monday morning. Cancellation ideally needs to be within clinic hours Monday – Friday 9am – 5pm and Saturdays 9am – 1pm. Any cancellations communicated outside of these times may not be accepted and the patient therefore may remain liable for the cost of the appointment.

We of course understand that there are unforeseeable circumstances and emergency situations which are out of our control. This is why we choose to use discretion where necessary and this is assessed on a case-by-case basis. In some circumstances we may offer a reduced late cancellation fee of £25.00.

We thank our patients for understanding the importance of communication regarding their appointments in order to allow us to continue to deliver the highest standards of care to our community.