

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.

Momentum Healthcare is dedicated in the optimal provision patient care and waiting lists are common which is why it is important patients inform us of non-attendance as soon as possible. This is to ensure our team has as much time as possible to offer this newly available and sought-after appointment to other patients. 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, emails are sent so patients are able to track and remember their appointments with ease. On booking, patients will receive an email confirmation stating the time, location and type of appointment. Patient's are also sent a reminder 24 hours prior to their appointments in order to remind them of their allocated appointment time.

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 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 and only in these types of circumstances will a fee be reduced to 50% or waived.

We thank our patients for understanding the importance of communication regarding their appointments as this is all we ask for in order to allow us to continue to deliver the highest standards of care to our community as possible.

Cancellation within 24 hours:

No fee applied. Try to re-schedule the appointment there and then for a future date. Write in comments box the reasons for cancellation and if the patient re-scheduled or not. If no-reschedule, follow up call on Mondays or at the earliest convenience the following week to see how the patient is doing and if they require their follow up appointment. Email clinician if the patient wishes to not re-book and wants to self-discharge. Clinician to add this to patient notes.

Late Cancellation within 24 hours:

Inform the patient of the clinic cancellation policy. Refer them to the booking confirmation email where a link to the cancellation policy is indicated. Explain politely the reasons for this policy. Ask reasons for cancellation. If reasons are deemed of an essential or emergency / genuine nature and the patient re-schedules, and this is the patients first late cancellation, advise on this occasion we may use discretion. Cancel the appointment by changing the appointment status to 'late cancellation' drop down. Add notes as to action taken (50% reduced fee or full fee waiver) and when the patient has re-booked for.

How to determine what to charge:

Full waiver

- May be offered if the reasons given for late cancellation are deemed to be a genuine emergency completely out of the patients control whereby, they had no choice but to call with short notice within the 24-hour period.
- If the patient calls JUST outside the 24-hour period and has made reasonable efforts to cancel their appointment and left the team considerable time to contact a patient on the wait list. Please use common sense regarding time frames – if outside clinic reception hours via email or phone, then the time will be regarded as 9am the following day and therefore no waiver offered. It needs to be REASONABLE 😊
- The patient is a regular, good attending patient and calls to cancel within a reasonable time frame of their appointment.
- If there was an administrative error regarding the email communications reminding them of their appointments which contributed to late cancellation.
- If they are not rude 😊

50% reduction cancellation fee

- May be offered if the patient is well known to the clinic and this is a first offence.
- If the patient rebooks / re-schedules on the same day and this is the 1st time they have cancelled late.
- If the Patient is not rude 😊

No reduction of fees – full fee chargeable:

- If the Patient just forgot – refer to cancellation policy and explain we do send correspondents via email to remind them of their appt time and date.
- If the patient's email correspondence went into spam folder. This is out of our control, and it is always explained to expect 2 emails on booking with us.
- The Patient DNA's due to forgetting or a non-emergency reason.

Main message to all RE Cancellation 😊

Please feel free to use your own intuitions and judgements. It is important that we do not cause too much unnecessary friction regarding this issue of fee's however, our cancellation policy is clear and available to every patient. Every effort to communicate this policy such as links in all correspondence and on our website. Patients MUST take ultimate responsibility for their appointment bookings as per any other establishment. We are ultimately a Healthcare service trying our best to assist our community and missed appointments with little or no notice removes vital opportunities for others to reach our care and essential services.

Invoicing patients for DNA or late cancellations:

This is only available to the clinical lead or reception / administrative staff. If a Patient needs to be sent an invoice, please follow these steps on write up:

- Click into the Patient's appointment
- Click onto the paper invoice icon at the top RIGHT of the appt pop up screen, this will open up the patient treatment invoice
- Save invoice
- Select mail icon at bottom right of the screen
- Send patient invoice via email signed reception / person on admin team (Alison, Tania, Claire)
- Late Cancel or DNA patient appointment in diary

To amend an invoice for a discounted cancellation fee

- Follow above steps to open treatment invoice
- On the invoice, Click on 3 dots next to treatment total cost
- Select edit
- Under discount at the top right, select amount to be removed from the total invoice (50% of the total fee in numerical £ value).
- Update the discount in the box (£20 or £25).
- Save invoice
- Send invoice via email by selecting the mail icon on the bottom right of the screen
- Add working that is appropriate to cancelled case and sign off individual from admin team.