

Appointments: how they run smoothly...

F Since joining I have been delighted with the level of care and attention to detail, and extremely high standard of treatment.

R.C.

At Hereford Dental Clinic we will do our best to manage our appointment system avoiding delays to you and minimising loss of our surgery time through cancellations and failure to attend.

In our practice we:

- Communicate with patients in a courteous, friendly, professional manner
- Make sure that patients receive full information about our services, their treatment and its cost
- Provide advice and treatment outside normal surgery hours where necessary

In our practice we will:

- Ensure that patients should have to wait no longer than 10 minutes to be seen. If there is a further delay, we will explain the reasons.
- Remind patients of their appointment by phone or email as preferred.
- Monitor our waiting times for treatment and for booking appointments.
- Provide as much notice as possible when appointments have to be changed or cancelled, and explain the reasons.
- Advise patients if there is a change of dentist.

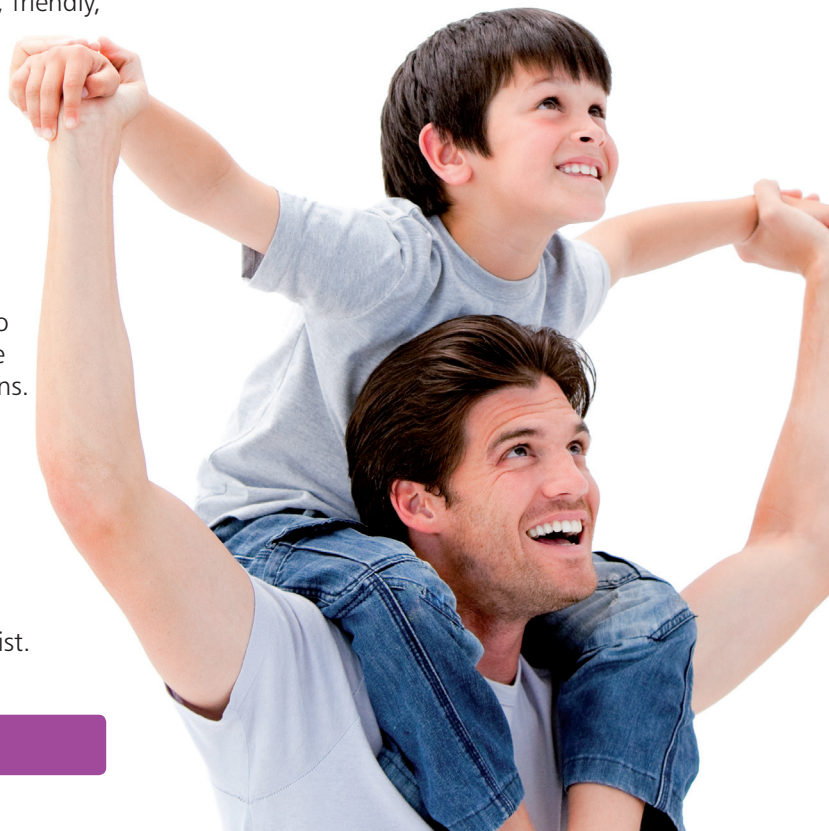
Location map on reverse >

In return, it would be very helpful if you:

- Participate in your dental treatment, particularly with any advice about prevention and diet that we recommend you continue at home.
- Arrive on time for your appointment. Please give us at least 48 hours advance notice if you are unable to keep your appointment. Should you fail to attend your appointments without giving us notice, a charge may be payable.
- Advise us of any changes to your contact details (address, telephone numbers, and email) to help us keep our records up to date and ensure we are able to contact you.

Opening Hours

Monday - Friday 9am - 5pm



hereford
dental clinic

Got a question? Call 01432 272238 or email us now at info@hereforddentist.co.uk

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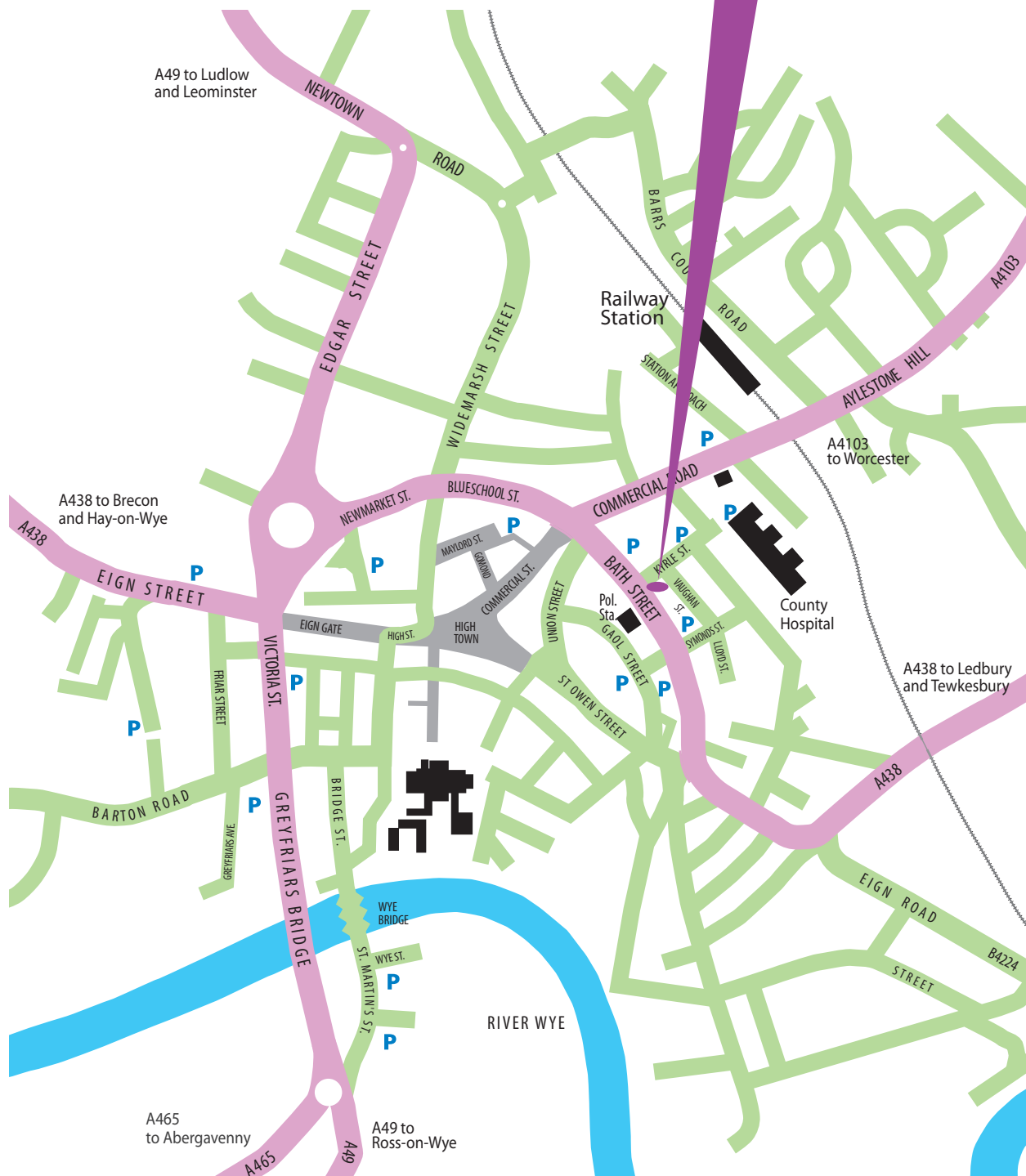
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Hereford Dental Clinic

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