Invitation to Health

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APPOINTMENT CONFIRMATION & CANCELLATION POLICIES
DEEP HEALTH PROGRAMME

Effective from the 1st December, 2018

Invitation to Health advises we have implemented new policies for Appointment Reminders and Confirmation of Appointments to maximise doctor availability for our patients.

At the time of booking your initial Invitation to Deep Health appointment, your credit card details will be taken and the amount of the first consultation fee held against your card for a period of 10-15 days (depending on your card provider) as a guarantee for your scheduled appointment. At the end of this period, the funds shall be released back to you until the day of your appointment, and your card information will be held and utilised in the event of cancellation or non-arrival fees.

APPOINTMENT CANCELLATION POLICY

All appointment cancellations are required to be made a **minimum of 5 BUSINESS DAYS** prior to your appointment to avoid the **full consultation fee**. ie: If you appointment is scheduled on a Monday, notice to cancel is required by 5pm Monday of the week prior. This includes "No Shows". **The full consult fee will be debited from the credit card stored** and no future appointments shall be made until the cancellation fee has been paid.

SMS REMINDER POLICY

10 days – A reminder text message will be sent to you 10 days prior to your appointment. Please reply to confirm your appointment or call Reception to reschedule. **Failure to reply prior to 2 BUSINESS DAYS in advance of your appointment will result in your appointment being cancelled** and offered to patients on our waiting list. **The full consult fee will be debited from the credit card stored**

24 Hours – A second reminder SMS will be sent 24 hours prior to your appointment as a reminder (no response required).

All patients without mobile phones will be contacted at the same intervals on their landline.

Please sign to acknowledge the above policies.

Signature:

_____Date:_____