

Appointment Policy

An appointment policy should outline how appointments are created, managed, booked and cancelled within a practice. It should include the following:

1

Practice Booking Process:

Explain how to book routine and urgent appointments when requested by a patient.

2

Patient Booking Process:

Explain what should be offered to a patient online and through apps to self book.

3

Cancellations and Changes:

Explain how the team should cancel or change an appointment once booked.

4

Did Not Attend Policy:

Agree how the practice will deal with patients who do not attend, what follow action is needed.

5

Embargoing:

Explain how embargoed slots work for both routine and urgent appointments and the flexibility of them.

6

Appointment Reminders:

Explain the process for sending reminders to patients.

7

Patient identification:

Establish a process for identifying a patient using 2 factors.

8

Conflict Resolution:

Include a section on how conflicts related to appointments will be addressed and resolved within the practice.