



Rescheduling & Cancellation Policy

We understand that, at times, our patients will need to cancel or reschedule their appointments. We understand that sometimes emergencies may arise, and so our administration team will be happy to accommodate your needs.

Rescheduling an appointment (Patient).

If you need to reschedule an appointment, you can contact a member of our administration team by phone or email, or by responding to the automated text reminder. This should be done at least 24 hours before your appointment time where possible.

Rescheduling the appointment within 24 hours of the appointment may incur a fee (unless there is an emergency which cannot be avoided). Please check with the administration team for more information.

We will allow our patients to reschedule their appointment twice should the need arise, but after this we may need to contact the patient if reschedules persist.

Rescheduling or cancelling an appointment (Clinic).

Should the appointment need to be changed or amended by the clinic; we will aim to contact you (the patient) as soon as we can. Heartsure aims to give you at least 6-12 hours' notice, but in some cases this may be less.

In such cases, the patient is more than welcome to reschedule their appointment at a time that suits them. (This will not be counted against them). No fees will be charged if an appointment is rescheduled or cancelled by the clinic.

Cancelling an appointment or Did Not Attend (DNA) (Patient).

If you no longer require an appointment or wish to cancel, you may do so by contacting a member of staff either by phone or email. A member of staff may ask you for a reason for cancellation in order to feedback to the requesting consultant (if applicable).

If a cancellation is made within 24 hours of the scheduled appointment time, a full charge for the appointment will be applicable. If there are genuine circumstances for which you cannot attend, please contact a member of staff and inform us of the reason so that we can check this with the clinic manager.

If you fail to attend your appointment and no information is provided to the administration team prior to the appointment time, the clinic reserves the right to charge a full fee for the missed appointment. You (the patient) are welcome to schedule another appointment with us if one is missed, but please note that this will be registered as a separate, new appointment and will be charged at the standard rate.

For any queries or questions, please do not hesitate to get in touch,
The Administration Team

heartsure

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