



Booking Policy

We take our commitment to providing the highest level of service and care to our patients very seriously and will do everything in our power to assist patients with appointment availability. To ensure that the right treatment and care is provided, patients should ensure that the correct appointment or treatment type is selected prior to scheduling.

Bookings can currently be made online through our website, or by calling our Patient Support Department.

By making a booking, patients agree to the terms and conditions outlined in this policy.

1. Patients are required to provide accurate personal information when making a booking, including full name, contact details, and reason for visit.
2. Patients must arrive on time for their appointments. Late arrivals may result in reduced treatment time as other patients may have already been scheduled.
3. Medical appointments require a minimum of 24 hours' notice for cancellations or rescheduling. Late cancellations and/or failure to attend your appointments will incur a fee equivalent to £25 per 20 minutes of allocated appointment time.
4. Dental appointments require a minimum of 48 hours' notice for cancellations or rescheduling. Late cancellations and/or failure to attend your appointments will incur a fee equivalent to £25 per 30 minutes of allocated appointment time.
5. Incorrect bookings, such as booking for the wrong treatment or selecting the incorrect appointment type, may be subject to additional fees and reduced treatment time. It is the patient's responsibility to ensure the booking details are correct before confirming the appointment. Please contact our Patient Support Department on 0207 099 5555 to verify the correct appointment type.
6. If a patient is unable to attend their scheduled appointment due to unforeseen circumstances, they should inform MyHealthcare Clinic as soon as possible to reschedule the appointment and to avoid cancellation fees.
7. MyHealthcare Clinic reserves the right to cancel or reschedule appointments if necessary. Patients will be notified as soon as possible in the event of a cancellation or rescheduling.

Patients are encouraged to call our Patient Support Department directly for any enquiries relating to appointment types and treatments.