

Booking and Cancellation Policy

Kirkvoe Medical

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1. Reason for Policy / Purpose of Policy

To highlight how appointments can be arranged and how refunds can be issued in the event of a cancelled appointment.

2. Policy Statement and Aims

This policy will outline Kirkvoe Medical's booking and cancellation policy.

3. Procedure for booking appointments

Appointments can be booked in several ways. For workplace medical examinations such as ENG1, OEUK and ML5 the preferred method is for the appointment to be booked directly by the client using the Power Diary web portal. These are paid at the time of booking.

In certain circumstances appointments for medical examinations can be arranged by an employer by emailing Kirkvoe medical with the patient subsequently setting up an account. The invoice can be sent to the employer directly. This is only used when an employer has a low number of clients requiring medical examinations.

Kirkvoe medical offer a visiting service (for example a site visit to perform audiometry on many employees). This is arranged via email.

For medical examinations where more information is needed from the employer - such as managing long term illness or early retirement - there will be communication between the employer and Kirkvoe Medical via email and secure document sharing (Onedrive or Dropbox). Once an agreement has been made to see the patient an appointment will be offered and the employer invoiced after the appointment.

4. Cancellations

Kirkvoe medical understands that plans change and unexpected illness occurs. If an appointment needs to be rescheduled or cancelled this can be arranged via email at any time up to one hour before the appointment and a full refund will be issued. Appointments can also be rearranged by the client using the web portal.

If the appointment is cancelled with less than one hour notice or the patient does not attend an appointment no refund is issued. If the employer is paying for this appointment an invoice for the full fee will be issued to the employer.