

# Cancellation / Rescheduling/ DNA Policy



Affidea is committed to providing all of our patients with exceptional care. The time allocated to you for diagnostic services is reserved especially for you and is based upon your specific clinical requirements. Depending on the type of imaging required we may require additional medical staff to be present to assist in the imaging process. When a patient cancels without giving enough notice, they prevent another patient from being seen. Our patients fall into 3 main cohorts - patients with private health insurance, patients who are paying for their scan themselves (cash payers) and patients who may have been referred under the HSE GP Direct Access Scheme.

## 1. CASH PAYERS

### Booking an appointment

Affidea require all patients to provide credit/ debit card details for their Diagnostic Imaging appointment at the time of booking. **Cash payers will have the full payment taken at the time of booking.**

### Cancellation or request for reschedule

We appreciate that people often have to change their plans including medical appointments with short notice. With this in mind, Affidea will provide a full refund for any individual bookings which are cancelled **more than 24 hours** in advance of your appointment. **Less than 24 hours** notice - the full charge will be levied and no refunds will be given. Patients can reschedule their appointment by also giving 24 hours notice. To cancel or reschedule appointment it must be done by email. Unfortunately, we cannot accept cancellations or rescheduling requests over the phone.

If your appointment is on a Monday, the cut-off time to notify Affidea is **3:00p.m. on Friday** to avoid any charges and avail of your full refund.

To notify us of a cancellation or a request for reschedule please email:

[cancellations@affidea.com](mailto:cancellations@affidea.com)

If you are requesting a reschedule one of our agents will contact you to facilitate a new appointment.

### Failure to show for your appointment:

If a patient does not attend for their appointment at the allocated time the full cost of the scan will be charged. No refund will be made. Any new booking or rescheduled booking will be considered a new appointment and will be charged for in full.

### Cancellation by Affidea:

Affidea reserves the right to modify or cancel any session if unforeseen circumstances arise. If we are required to cancel your appointment we shall inform you as soon as possible and aim to reschedule your appointment as soon as is reasonably possible. Occasionally appointments may be cancelled for Health and Safety reasons or unsuitability based on medical/surgical assessment.

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## 2. PATIENTS WITH PRIVATE HEALTH INSURANCE

### Booking an appointment

Affidea require all patients to provide credit/ debit card details for their Diagnostic Imaging appointment at the time of booking. Insured patients will not have any payment taken from their cards at time of booking as direct settlement agreements are in place with your health insurer.

### Cancellation or request for reschedule

We appreciate that people often have to change their plans including medical appointments with short notice. Patients can reschedule their appointment by giving 24 hours notice. We cannot facilitate cancellation or rebooking requests with less than 24 hours notice. In this event, you will be charged for the cost of the scan. To cancel or reschedule an appointment it must be done by email. Unfortunately we cannot accept cancellations or rescheduling requests over the phone.

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## 3. PATIENTS REFERRED UNDER THE HSE GP ACCESS TO COMMUNITY DIAGNOSTICS (GPACD) SCHEME

### BOOKING AN APPOINTMENT

Affidea will book you under this scheme and a patient will be given a confirmed appointment time and also sent a reminder of this date and time.

### Cancellation or request for reschedule

We appreciate that people often have to change their plans including medical appointments with short notice. Patients can reschedule their appointment by giving 24 hours notice. We cannot facilitate cancellation or rebooking requests with less than 24 hours' notice.

**If you do not attend your assigned appointment without cancelling with 24 hours' notice, you will be required to return to your GP for a new referral, and this will extend the length of time you may be waiting for your scan.** There are exceptions to this based on clinical need which will be established with your referrer.

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## **PLEASE REMEMBER**

To cancel or rebook your appointment at any time please email:

[cancellations@affidea.com](mailto:cancellations@affidea.com)

We regret that we cannot reschedule or accept a cancellation by phone. Failing to contact our Appointment Centre by email will mean we are unable to accept a cancellation or rescheduling request and you will be charged for the scan.