



<p style="text-align: center;"><b>PRIVATE VASECTOMY CANCELLATION POLICY</b></p>
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## Thames Valley Vasectomy Services

No-Scalpel Vasectomy - The Safe Keyhole Method

### Vasectomy Cancellation Policy

The fee of £490 for a vasectomy with Thames Valley Vasectomy Services includes **the appointment time including the consultation, procedure, and semen sample results, not the procedure alone.**

Patients confirm and secure their appointment time by making a deposit payment of £195 at the time of or shortly after booking the appointment and full payment 1 week before the procedure.

#### Policy

To avoid any of the problems encountered for both service users and staff, by late cancellation or non-attendance, TVVS recommends that you read the following guidelines carefully before confirming your appointment with us and making your down payment.

If a deposit does not arrive in a mutually agreed timescale, your appointment may be given to another patient if possible. If no other patient can be found and a deposit has not been made an invoice will be sent to you.

All patients have to attend anonymously at a Webinar to learn the basics of vasectomy independent of their prior knowledge. This will ensure a minimum knowledge about the procedure. All patients can request an optional additional phonecall by a doctor. The cost for this is £90, which will be counted into the cost of the total vasectomy if you choose to go ahead.

To ensure our service runs smoothly and efficiently good communication with our administration staff is essential. If you change your mind about your request for a vasectomy **it is essential** that you inform us and cancel your appointment **at least 1 week** before your vasectomy (see charges below).

Please note, due to the nature of a surgical list and the individual medical needs of patients, your appointment time sometimes needs to be changed (sometimes last minute) to an earlier or later time. **Please keep +/- 2 hours from the appointment time free.** If you cannot make an altered appointment time you are able to cancel free of charge

Thank you for your understanding in this matter. Our patients are our priority and as such this policy is essential for the provision of high quality care.

#### Cancellation charges will be as follows:

- No claim if paid in error or immediate worry after booking. Send us an email within 1 hour of payment and we will refund in full.
- £45 administrative fee once we start working on your case i.e. > 1 hr after payment. We will then put you on the system, send you forms, appointment reminders (up to 3) and ensure that all your detail is kept for up to 3 years.

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# Thames Valley Vasectomy Services

## No-Scalpel Vasectomy - The Safe Keyhole Method

- £195 for cancellations or changes 1 week to 1 day before the procedure.
- £245 for non-attendance on the day.

There is a £25 administration charge per reminder letter for payment.

### Checklist for the Review and Approval of Procedural Document

#### Equality Impact Assessment Tool

	Title of document being reviewed:	Yes/No	Comments
1.	<b>Does the policy/guidance affect one group less or more favourably than another on the basis of:</b>		
	• Race	No	
	• Ethnic origins (including gypsies and travellers)	No	
	• Nationality	No	
	• Gender	No	
	• Culture	No	
	• Religion or belief	No	
	• Sexual orientation including lesbian, gay and bisexual people	No	
	• Age	No	
	• Disability – learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	<b>Is there any evidence that some groups are affected differently</b>	No	
3.	<b>If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?</b>	N/A	
4.	<b>Is the impact of the policy/guidance likely to be negative?</b>	No	
5.	<b>If so can the impact be avoided?</b>	N/A	
6.	<b>What alternatives are there to achieving the policy/guidance without the impact?</b>	N/A	
7.	<b>Can we reduce the impact by taking different action?</b>	N/A	

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Head of Corporate Affairs, together with any suggestions as to the action required to avoid/reduce this impact.