

TERMS AND CONDITIONS

1) TREATMENT PLAN ESTIMATE - A 'Treatment Plan Estimate' will be provided at an exam or consultation. The 'Treatment Plan Estimate' may need to change during a course of treatment due to clinical or radiographic findings. In such circumstances, you will be informed prior to treatment. We will ask you to sign this estimate as part of your informed consent for treatment. Consent forms for some treatments including Dental Implants, Intravenous Sedation and Tooth Whitening will outline specific risks and guidelines related to that procedure and are issued in addition to the 'Treatment Plan Estimate'. Prescriptions will be issued privately.

2) PAYMENTS - Fees for treatment as described in the "Treatment Plan Estimate" shall be paid at the end of each appointment or as agreed by a separate signed Financial Arrangements form. The right is reserved to charge interest on overdue accounts at a rate of 5% above Lloyds TSB Bank base rate. A further charge will be made in respect of returned cheques and debt collection fees. In cases of treatment performed under insurance schemes, liability for payment remains with the patient. Unpaid accounts will be passed to a debt collection agency.

3) FEES RELATING TO EXTENDED COURSES OF TREATMENT/LABORATORY WORK - A deposit of 50% of the cost of that item of treatment is to be paid at the appointment when impressions are taken and the balance when the item is fitted. A separate fee schedule is applicable in the case of dental implant treatment, with at least 50% of the cost payable on the day of the placement surgery for the implants. Treatments involving the use of intravenous sedation must be paid in full prior to entering the surgery so that money or signatures do not take place under the influence of any drugs.

4) FAILED AND LATE CANCELLATION APPOINTMENTS - In these circumstances other patients are deprived of seeing the dental surgeon. We reserve the right to charge the cost of lost clinical time for failed and late appointments or those cancelled with less than 24 hours notice. Patients who fail to attend hygienist appointments will always be charged a £15 fee for every thirty minutes missed.

5) PERSONAL MEDICAL DETAILS - It is essential that if any details of your medical history or medication change that your dental surgeon should be informed. All details are confidential to the patient or guardian and are stored on a secure computerised digital database in accordance with the Data Protection Act. Specific consent is required for the release of records to third parties. Clinical notes, photographs and radiographs remain the property of the clinic; they may be used for diagnosis, identification and training purposes. A copy of your notes or radiographs can be reproduced, subject to an administration fee. Clinical Records often use common abbreviations, and a glossary of these can be supplied on request.