



APPOINTMENTS & CHARGES

INFORMATION FOR PATIENTS

PAY AS YOU GO

We operate a Pay-as-you-go Policy for your treatment. Patients are expected to pay for treatment they have had done on the day it is carried out.

PAYING IN ADVANCE

You may be asked to pay in advance for treatment if it involves any laboratory work, eg: Denture, Crown, Bridge; etc

This is to ensure that we are able to cover the cost of the laboratory fee for the construction of your lab item. This will then come off your total treatment cost.

You may wish to pay for any treatment in advance by choice. We will process your payment onto your account to show in credit. This credit will be used to pay any invoices raised.

APPOINTMENT DEPOSIT

For any appointments that are 30 minutes or longer you will be asked to pay a deposit on account. The general charges for this are ie; £30 for a 30 minute appointment (£1 per minute).

This is due to an increase in patients failing to attend or very late cancellation without reason, for long appointments.

This secures your appointment for you and ensures that the dentist is not left with wasted clinical time. This deposit will be put towards payment for your treatment cost when you attend.

FAILURE TO ATTEND

Should you fail to attend a lengthy appointment, or you cancel at very short notice we reserve the right to keep your appointment deposit. A further deposit will be requested to rebook.

We encourage all patients to attend for their appointments to ensure good continuity of care. Persistent failure to attend of **any length of appointment** is unacceptable. Your dentist may refuse to see you for future appointments. Please contact the practice as soon as possible if you are unable to attend to avoid this.

RE-REGISTRATION

Re-registration will apply to all patients who have not attended for any appointments at the practice within 2 years.

If you have lapsed this time frame, you will need to contact the practice to enquire about the options available (at the time) for re-registering

WE SEND OUT TEXT AND EMAIL APPOINTMENT REMINDERS - IT IS IMPORTANT THAT YOUR CONTACT DETAILS ARE KEPT UPTO DATE

