



Hospital Lane Dental Clinic

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TERMS AND CONDITIONS

1) TREATMENT PLAN ESTIMATE - A 'Treatment Plan Estimate' is usually 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. A copy of this estimate will be available for patients.

Consent forms for some treatments including Dental Implants, Intravenous Sedation and Tooth Whitening can outline specific risks and guidelines related to that procedure and are issued in addition to the 'Treatment Plan Estimate'.

2) PAYMENTS - Fees for treatment as described in the "Treatment Plan Estimate" shall be paid at the end of each appointment. The right is reserved to charge interest on overdue accounts at a rate of 5% above Lloyds TSB Bank base rate. Unpaid accounts will be passed to a debt collection agency.

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.

3) FEES RELATING TO EXTENDED COURSES OF TREATMENT - A deposit of 50% of the cost of that item of treatment is to be paid at the appointment when impressions are taken. The full cost of treatment is due for CEREC milled restorations at the time of placement.

A separate fee schedule is applicable in the case of dental implant treatment, with at least 50% of the cost payable before the placement of 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 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 be 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 stored on a computerised digital database in accordance with the Data Protection Act.

Clinical notes, photographs and radiographs remain the property of the practice. 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.

6) PRIVATE TREATMENT - All items indicated on the 'Treatment Plan Estimate' are to be provided independently of the National Health Service. All prescriptions will be issued on a private basis.

At Hospital Lane our aim is to provide high quality dental care in a friendly modern environment. If you have any comments or suggestions on how we can be of further assistance, please do not hesitate to speak to a staff member.