

PATIENT REGISTRATION

Communication

Good communication with our patients is very important to us and we take time to explain proposed treatment, any risks associated with it as well as available alternatives. There will always be time to ask questions about the treatment or any other aspect of care at the practice. As a patient of the practice you will receive recalls at agreed intervals.

Payments

We accept Cash and all major Credit and Debit cards as payment methods at this Practice.

For Independent/Private and NHS treatment, you will be expected to pay all of the fees in advance before any treatment can take place. At the discretion of the dentist, part of the fees / charges may be paid at a later agreed date. If you cancel within 24 hours of the appointment or fail to attend your appointment you will incur a charge. If you require further treatment you are expected to pay in advance before any appointments can be booked.

Refund Policy and Complaints

We want you to be entirely satisfied with your care and treatment, therefore all treatments are guaranteed for one year and if there are any failures within a year we will provide a free repair or replacement or a full or part refund, depending on the circumstances. All refunds are issued by cheque and can take up to 1 week to process. If you are not satisfied with the care or service provided at the Practice please talk to a member of the Management Team who will deal with the complaint accordingly.

Emergency Care

If you have a dental emergency outside of our opening hours, please call the NHS emergency helpline on 111.

If you have a dental emergency within working hours, please contact us and we will aim to see you within 24 hours. Emergency appointments are by appointment only and are not a walk-in service.

Fail to Attend (FTA) and Short Notice Cancellation (SNC) Appointments

If you are unable to keep your appointment you must give us at least 24 hours' notice. If less than 24 hours' notice is given, further appointments may not be given and a charge may be incurred. Two FTA's and/or SNC's will result in no further appointments being offered. Our reception team has full authority in applying this policy.

Policy for Dealing with Abusive Patients

Our staff work hard to provide you with the best possible care. Please help them by giving them the courtesy and cooperation they deserve. We will not tolerate verbal or physical abuse to any Member of our Team, or damage to our property. Violence against our team members or other patients is a crime and we will press for the maximum possible penalty for anyone who behaves in a violent or abusive manner.

Recommendations

If you are pleased with the care and treatment you receive from our practice, please recommend us to others.

We Welcome All New Patients.

We are here to help

If you would like any further information about your dental care please ask to speak with a member of the Management Team.

Please hand your completed form to Reception.

Your registration will be completed once you have booked in for an appointment and have been seen for a full examination.

I have read and understood and agree to abide by the above.

Patient or Guardians Signature: _____

Date: _____