

Patient Payment Policy

May 2018

Patient will be asked to pay in advance for their dental care. This is for both NHS and Private treatment

Card Payments and Charges:

- **Cash and Debit cards: accepted**
- **Credit cards payments over £270: accepted**
- **All Master Cards: NOT accepted**

-Examinations: patient to pay on the day of the appointment.

-Treatment following examination: patients to pay in advance of receiving care, and/or pay for future care when booking the appointment.

-After their initial consultation if the patient needs to re-attend to receive dental care they **MUST** be given an estimate of both NHS and private charges.

-The patient will be advised that they have to pay for the dental care they have received on the day, and in addition pay for the proposed dental care.

-For NHS treatments the patient will pay according to the band that the treatment applies to Band 1, 2 or 3.

- If the patient can't / will not pay the amount due for the next appointment then we are unable to make further appointments.

-At following appointments they will be asked to pay the amount that is shown on the computer for the next appointment. This may vary for the original estimate as the dentist may have changed the order or content of the treatment.

- If the treatment plan is adjusted then the dentist must inform the patient as the total charge will change.

- If a patient has paid in advance for their treatment but fails to attend for the appointment the failure fee will be taken from the amount paid towards treatment. If they make a further appointment they must pay the balance to restore their account to the correct amount.

- For NHS patients a charge cannot be made for missed, however if the patient misses 2 appointments they will not be seen at the practice again, and will need to find another provider for their NHS dental care

- If a patient has over paid and they require a refund, this will be made by the end of the month. In special circumstances this may be arranged earlier.