

## Indigo Dental Patient Terms and Conditions

We are always pleased to assist our patients whenever we can. This document gives details of our terms and conditions of service. If, however, you have any queries or need clarification, please contact us and a member of our team will be happy to help you.

### Treatment planning:

Once your treatment plan has been agreed with the Dentist, we will provide you with a written estimate of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you accordingly. Treatment plans are valid for 30 days from the date the treatment was prescribed. If there are any questions on your treatment plan, please do not hesitate to ask us, prior to commencing treatment.

### Consent forms:

Certain treatments require completion of a written consent form. This is in to ensure that we have explained the treatment, aftercare and any risk to you thoroughly, before any of these treatments are carried out. It also allows you to make an informed decision before agreeing to treatment.

### Continuity of Care:

We will try for each patient to see the same dentist for a course of treatment, to provide continuity of care.

Due to appointment diaries and waiting lists, you may see a different dentist at certain times. The choice of dentist for you to see will be made by the practice.

Unfortunately, we cannot guarantee that you will be able to see a specific dentist for NHS treatment as this will depend on availability.

If, for any reason, a patient's dentist is not available when required, then arrangements will be made for the patient to see someone else within the practice for that time.

### Fees:

Fees for treatment are due on the day the treatment is provided. We do not operate an account in arrears facility. In some circumstances, we reserve the right to request payment in advance for certain treatments. Payment methods accepted are:

- Cash
- Debit/Credit Card excluding American Express
- BACS payment by arrangement

Indigo Dental Practice does not accept any payments by cheque.

Please note that unpaid accounts are routinely referred to a Debt Collection Agency or the Small Claims Court, and we reserve the right to recover all costs incurred in doing so.

#### Cancellations and Failed Appointments:

We require a minimum of 24 hours' notice for cancellation of any arranged appointment. When we schedule an appointment for a patient, we are booking the surgery time off for the patient's treatment.

Failure to give the appropriate notice of cancellation will result in a Failed Appointment Fee being charged. This fee is proportionate to the length of the appointment failed and is to cover the cost of the surgery time wasted. Failed Appointment fees must be settled before any other appointment is offered. Please note that we cannot accept notice of cancellation by text message, or answer phone message, as these are not screened daily.

**For NHS Patients, our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer them appointments for NHS treatment.**

In addition, if you have not been seen at the practice for over 2 years, your details will be removed from our system and you will no longer be able to receive NHS treatment. In order to prevent this situation, you must attend regularly for your appointments.

#### Ongoing Treatment:

If you have outstanding treatment, you will be sent a text and e-mail, asking to book this in. We will allow 7 days for you to get in touch, and if we do not hear from you, you will be contacted again. After a further 7 days, if we do not hear from you to book your appointment in, your treatment will be closed down and further charges will apply again when you do attend.

#### Late for Appointments:

In order to be fair to the other patients, if you are more than 10 minutes, please be aware that you may be asked to reschedule your appointment. This will go down as a missed appointment.

#### For Hygiene Appointments:

We ask for a deposit at the time of booking, and if the appointment is cancelled with less than 24 hours' notice, the deposit will be lost to cover the lost surgery time.

#### Personal Details:

It is very important that you give a full medical history and details of any medication you take. Should these change in any way, it is very important for you to tell your Dentist. It is the patient's responsibility to inform the clinic of any changes in either personal details and /or their medical history.

#### Complaint's policy:

At Indigo Dental Practice we always take complaints about any aspects of our services very seriously, in order to ensure that every patient has only the very best experience at all times.

Complaints can be made in writing, or verbally. Complaints should be made to the Practice Complaints Manager and should be clear, so that they can be dealt with efficiently.

Every complaint will receive immediate written/email acknowledgment, and the Management will strive to resolve the complaint within a quick, reasonable period of time (usually about 4 weeks). For our full complaints procedure and policy, please ask a member of our reception team. If a complaint is about any aspect of clinical care or associated charges it will normally be acknowledged by the Management team and then referred to the treating Dentist. Please note that in these cases, Indigo Dental Practice accepts no liability on behalf of the treating Dentist and acts as a liaison between the patient and the treating Dentist, only.

If you are unsatisfied with our internal handling of your complaint, you are free to forward your complaint to the Dental Complaints Service ([www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)) if still unsatisfied, you may wish to forward your complaint to the General Dental Council.

#### No tolerance/Abuse policy:

At Indigo Dental Practice we operate a zero-tolerance policy to abuse to our Dentists and staff, loud/disorderly/drunken behaviour, persistent missing and late cancelation of appointments (after multiple warnings). In these situations, Indigo Dental Practice reserves the right to refuse treatment and admission.

#### Data Protection Act:

We store all patient personal details on a secure computer system in accordance with the Data Protection Act. All clinical notes, digital radiographs, digital photographs etc remain the property of Indigo Dental Practice. Copies of notes, radiographs and photographs can be made available on request.