

Fee Collection Policy

This policy outlines this practice's approach to handling fees for services at this practice. Patient dissatisfaction about fees can be avoided by providing patients with adequate information about:

- Fees and what will be provided for those fees
- Contracts, terms and conditions, where patients are paying in part or in full for our services.

Patients are made aware of the requirement to pay for their care, treatment and support, and the expected costs. We do this by providing patients with written treatment plans and associated estimates which outline the agreement they will enter into if they proceed, as well as details of the terms and conditions that clarify the actions that will be taken in the event of non payment and/or late payment of fees. Patients are given time to consider if they wish to proceed, in line with consumer regulations, and receive a final copy of any agreement that they sign, as well as receipts for any monies paid to the practice.

NHS Treatment - A poster outlining NHS charges is displayed at reception. A free booklet about NHS can be accessed online on the Department of Health website. Currently NHS charges fall into one of 3 bands, associated with different levels of charges, although this may change with the re-introduction of registration in the future. Our normal policy is that, at the initial visit, patients pay in full for the band their treatment falls into. If a final decision on band 3 treatment has not been made, the charge for work already done at the initial treatment will be collected (band 1 or 2) and the balance for band 3 treatment will be due before a laboratory made item is fitted.

Private treatment – A list of our private fees is also available at reception. 50% prepayment is taken while booking the private appointment ie Pt having a filling placed in one appointment for example £90.00 will need to pay £45.00 but a patient having 2 fillings placed in one appointment at £90.00 each will need to pay £90.00 (£90.00 +£90.00 = £180 ÷50% = £90.00) – if in doubt ask the prescribing dentist. The above fees will act towards a deposit for the treatment they have planned.

Fees are due as the treatment progresses, with the full balance due before the final appointment. Fees for treatment received are charged at the end of each visit, prepayments are taken for laboratory made items and full fees are due before laboratory items, appliances or implants are placed.

We advise patients of our FTA/late cancellation policy. The practice charges £1.50 per min of wasted surgery time through FTA and Late Cancellation (Example –Mr. Smith is booked in for 60 min crown prep but FTA. His account will be debited £90 which he would have already paid and if he wishes to rebook we would need to take another £90 to bring his account back in line).

In relation to any Late Cancellation Fees and FTA fees be aware that on occasions patients will have genuine reasons that have prevented them for attending – IE bereavement, hospital admission etc. If you feel that there is a genuine reason speak to Dentist/Manager concerned.

Some treatments, such as implants, orthodontics and periodontal care, are provided over a period of time. In such instances, a prepayment is required at commencement, then fee collection is phased over the course of treatment, with full balances due before the final appointment.

Payment options- We try to make payment as straightforward as possible and, depending on our patients' needs and preferences, we accept payment by cash and most major credit or debit cards.

