



HETTON DENTAL PRACTICE

NEW PATIENT ACCEPTANCE POLICY

We accept all NHS fee paying patients.

The practice does not refuse to treat anyone on the grounds of:

- Race
- Religion
- Gender
- Sex
- Age
- Sexual orientation
- Appearance
- Disability
- Medical or Dental Condition

We offer NHS exempt treatments are available for the following categories:

- Patients who claim low income benefits;
- Children under 18 years of age;
- Patients who are under 19 years of age and in full time education;
- Patients who are pregnant or have had a baby within the last 12 months.
- HC2/HC3 certificates
- Universal Credit rules (earning thresholds change monthly)

If you don't belong to the above categories, then you will be classified as a fee-paying patient.

Note: You will not be exempt from paying because you receive: Incapacity Benefit, contribution-based Employment and Support Allowance, contribution-based Jobseeker's Allowance, Disability Living Allowance, Council Tax Benefit, Housing Benefit or Pension Credit savings credit, when paid on their own. Medical conditions do not exempt you from payment for dental treatment.

CONTINUITY OF CARE

NHS patients are required to sign a form at the beginning of each treatment. All patients that are exempt from paying NHS fees will be asked to show proof of benefit received and will be required to sign a statement of exemption.

You will be advised which dentist you will be seeing when you book your first appointment.

In subsequent appointments, you will be offered an appointment with your named dentist. Requests to be seen by a particular dentist may not always be possible, we will try our best to accommodate you. We cannot guarantee that urgent access appointments will be with your named Dentist.