



HETTON DENTAL PRACTICE

PAYMENT, CHARGES & REFUNDS POLICY

It is the responsibility of this practice to give patients full information about the cost of their dental care before any treatment is undertaken.

A list of standard treatment charges is available at reception for privately provided treatments.

WE WILL ENSURE THAT ALL PATIENTS:

- Are advised of what they must pay, when they should pay and how they can pay (e.g. cheque, cash, card, direct transfer)
- Know what they will receive for their payment (i.e. what treatment or care)
- Understand their treatment is provided privately
- Are given a written estimate and treatment plan on request or where treatment involves more than routine preventive examination and hygiene care
- Understand their own responsibilities in terms of payment terms and how to avoid any penalty for overdue fees (missed appointment charges, late payment etc)
- Are not pressured into signing agreements or paying fees
- Obtain a receipt for any payments they make, and can review their account details
- Can talk to a staff member who can explain clearly what payments are due and what they are for
- Can discuss with staff what treatment options and costs are available
- Are given an estimate where a precise cost cannot be determined in advance (e.g. laboratory work) and will receive timely advice of any additional costs where appropriate

We try to make payment as straightforward as possible.

PAYMENT METHOD

The following credit/debit cards are accepted: MasterCard, Maestro, Visa, Visa Electron.

CHANGE OF DETAILS

You must inform the practice immediately of any changes to your contact details. Failure to do so will mean that we are not able to provide you with essential information and updates.

CANCELLATION OF COURSES OF TREATMENT

If, for any reason, a course of treatment is cancelled, then we will make every reasonable effort to give the patient as much notice as possible. Hetton Dental Practice's maximum liability will be limited to a refund of the advance payment fee ONLY. Refunds will be made by the method in which the treatment booking was paid. We will not accept liability for any additional costs or losses incurred by a patient or organisations, which are claimed to have arisen through treatment cancellation. We reserve the right to vary arrangements for the delivery of a treatment plan and in such cases will make reasonable efforts to inform patients in advance.

CANCELLATION BY THE PATIENT

You may cancel a course of treatment for which you have booked an appointment and be fully refunded all fees for treatment not yet performed; provided you give the practice a minimum of 24 hours prior notice.

If 24 hours prior notice is not received, we reserve the right to withhold a proportionate amount of money, based upon the length of the appointment, to cover overheads.

However, this does not apply to NHS appointments, but we reserve the right to discontinue any NHS treatments and/or future care under the NHS.

We will refund the money to patients who wish to discontinue treatment at any time. A notice period of 14 days is required upon which they will be eligible for a refund of any amount paid for treatment that they did not receive.

If a patient is receiving any treatment that involves laboratory work and initial work has been carried out; i.e. if the patient is having crowns/bridges or a denture made, and the work has already been started or completed by the laboratory, a proportion of the fee taken on the preparation appointment will be kept to cover the cost of the laboratory invoice.

Please be aware that for NHS courses of treatments, the proportion of the fee is set by the NHS Business Services Authority, not the Practice.

Refunds will be processed within 14 days after receipt of your request in writing either by e-mail or post:

E-Mail: victoria.gamon@nhs.net

Address: Hetton Dental Practice, 84 Station Road, Hetton le Hole, Tyne and Wear, DH5 9JB

If you have paid for services not yet provided, that does not involve a laboratory fee, we will either credit your account or refund the transaction paid by the method of which the original payment was made. If the method was cash and you are unable to collect the refund in person, it will be posted to you in the form of a cheque.