

Practice fees and payments policy

Information on fees

We are committed to ensuring that patients are given sufficient information about the costs associated with their care to allow them to make informed decisions. Where changes to treatment are agreed with a patient, we ensure that any cost implications are explained.

Our website illustrates typical fees for Private treatments and is available in print at the practice reception. NHS fees are widely published by the Government. Neither Private nor NHS fees attract VAT.

Estimates and bills

Before any treatment is undertaken, the treatment options and associated costs are explained in full to the patient. Typically we do not do treatment at a "checkup" giving time to reconsider matters before returning for the treatment appointment.

A written treatment plan and estimate of the costs are provided for all suggested dental treatment. Details of any fees incurred and payments made are recorded in the patient's computerised clinical records and checked at each visit. Payments that remain outstanding are also recorded. Where appropriate, patients are given an itemised bill.

Payments

The practice welcomes payment by cash, card or online.

The Practice is not registered with the Financial Conduct Authority and does not offer credit. Patients pay for their treatment at each appointment as treatment progresses.

Whenever a payment is taken, the patient will be given a full itemised and dated receipt. If a patient offers to pay part of the full cost, the part-payment will be accepted but the patient is advised that the amount paid is not accepted as full-and-final settlement. The patient will be given a statement showing the original invoice amount and date, the date and amount of the part-payment, and the amount still outstanding.

NHS patients will be charged in accordance with the NHS dental charges regulations. Exempt patients must sign NHS forms and provide evidence that they are exempt.

Outstanding payments

Our reception team regularly check treatments provided against the payments received, reminders are sent to patients who are in debt.

If no payment is received within 2 weeks, a reminder will be sent inviting the patient to contact the practice regarding payment options.

If, following the second reminder, no payment is received, a final reminder letter will be sent and the patient advised that further failure to make a payment may result in the practice instructing a debt collection agency or taking legal proceedings. Details of the agency will be provided to ensure that the patient knows who may contact them at a later date.

If following the final reminder no payment is received Mr Jones will consider how to progress the matter. Action may include the engagement of a reputable debt collection agency or formal legal action.

The patient will be informed that, for the purposes of collecting the debt, their details may be passed to a third party.

Dated September 2019

Review date: December 2020