

Practice Charging Policy

It is our policy to ensure that you are fully aware of the cost of your treatment and any other charges that may be applied.

Treatment Fees

We operate a transparent pricing structure. Copies of our fee guide are available at Reception. You may also request a copy by emailing reception@arundeldentalpractice.co.uk.

At your consultation various treatment options and the fees involved will be discussed. A written treatment estimate will be provided and you will be given time to consider your options without pressure or influence.

We are always happy to discuss your treatment plan and the fees involved at any time.

Denplan

Denplan patients will be advised at the time of registration what their plan includes, what is excluded and what costs are involved. Charges for missed appointments or short notice cancellations also apply as stated below.

Missed Appointments and Short Notice Cancellations

We reserve the right to charge for any missed appointments or short notice cancellations (less than 24 hours). This charge is fixed, regardless of the treatment or cost, at £30 per 15 minutes of appointment time.

No further appointments will be made or offered until this charge has been paid.

At our discretion this charge may be waived if there are mitigating circumstances.

To help reduce the number of missed appointments we operate a courtesy sms, email or telephone reminder system. However, it is still your responsibility to attend your appointment as arranged. Failure of the reminder system for any reason will not be viewed as a mitigating circumstance and a charge will be applied if the appointment is missed.

Cancellations can be made by email or telephone. The sms text reminders is an automated **no reply** service. We will always reply to email cancellations. If you do not receive confirmation of your cancellation you should contact us by telephone.

Deposits

We reserve the right to request a deposit if :

- There is a history of missed appointments or short notice cancellations;
- Appointments are lengthy;
- Treatment is complex,;
- Treatment involves laboratory work.

Deposits will not be returned if any appointment is missed or cancelled at short notice (less than 24 hours).

Payments

We ask that payment is made each visit for the treatment provided at that appointment.

We accept cash, cheque, credit or debit card. We can also accept credit or debit card payments over the telephone. We fully comply with PCI DSS and no card details are recorded or stored.

An itemized receipt is available upon request at any time.

If at any time you are having difficulty in paying your account please discuss this matter with us at the earliest convenience, we will do our best to help you.

Outstanding Accounts

If accounts are not settled on the completion of treatment then a statement of account will be issued.

If you wish a third party to settle your account, please ask to sign a consent form. This enables us to discuss the matter with them if necessary.

We reserve the right to refuse any further appointments until the account is settled.

Reminder letters will be sent for 30, 60 and 90 day overdue accounts. You may also be reminded by telephone or email.

As a last resort, a third party may be instructed to collect any accounts outstanding for longer than 90 days. A collection and administration charge will be added to the outstanding account. You will be informed of this intention in writing.

If you wish to discuss any aspect of our charging policy please contact our Practice Manager, Michelle Oldham, on 0161 439 2048 or michelle@arundeldentalpractice.co.uk

Procedure Review Log

Date	Reviewer	Remarks
12/07/2018	MO	Existing policy separated into Charging Policy, Payment Handling and Debtor policies

Patient Fee and Handling Policy Archive Review Log

Date	Reviewer	Remarks
23/01/2012	MAO	Formal policy written of existing practice practices
29/08/2013	MAO	Review – amendment of credit card security measures
03/07/2014	MAO	Review – no amendments required
18/09/2014	MAO	Transaction Declined clause added
22/09/2015	MAO	Review – included completion of cash sheet in end of day procedure
29/09/2016	MAO	Review – no amendments
05/10/2017	MAO	Review – added consent form completion to patient section and amended form name in receptionist procedure.