

ROBIN SMITH'S DENTAL PRACTICE PAYMENT POLICY

Introduction

We recognise the importance of having a fair, consistent and transparent policy on payment of fees by our patients, of letting our patients know what fees are payable and what options are available to them in advance of any treatment

Rationale

- To ensure that there is a policy on patients' payments which is known and followed by all staff

Aims

- To ensure that the patients are treated consistently and fairly in paying for their fees, that fees payable are open and transparent and made known to patients in advance of their treatment, and that patients know what options for payment are available to them
- To ensure that everyone at the practice knows the policy on payments
- To ensure that prospective patients are informed of the policy on request

Guidelines

- It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken.
- We only treat children on the NHS, for which no fees are payable.
- A list of our private fees is displayed in the Reception area on the ground floor together with a list of fee rates for Denplan, the private dental care scheme of which we are a member.
- A written estimate and treatment plan will be provided for all dental treatment that requires another visit.
- We offer patients a range of payment options, depending on their needs. This is one reason why we have become members of the private dental care scheme, Denplan.
- There are two levels of Denplan membership – Care and Essentials. More information on the schemes can be provided on request.
- Private patients may pay for their dental care by cheque, cash, or credit/debit card. As a private patient you may also join one of the private dental care schemes, Denplan. Please ask our receptionists for further information.
- We try to make payment as straightforward as possible. Our normal policy is that private patients are asked to pay a proportion each visit.