



PAYMENT POLICY- PS DENTAL CARE

In light of the COVID-19 pandemic and the anticipated resumption of routine dental care, we have revised our payment policy aiming to align it with the current recommendations about social distancing and safety. To minimise the risk to you and our staff, we target to minimise any physical interaction at the reception desk and therefore we aim to collect all the payments using contactless means (BACS, Apple Pay, Pay over the phone, Finance options).

As a consequence of the Personal Protective Equipment (PPE) necessary for the safe delivery of treatments enforced by the Covid-19 pandemic, there will be a small surcharge on the PPE for any treatment provided. This will be made known to you prior to your appointment. PS Dental Care is committed that this surcharge will be based on the average cost of PPE, and that will be available for your reference on your itemised bill.

It is the aim of our Team to provide quality dental care to patients and to use clinical time effectively. When we book an appointment for you, we commit that time and our resources to your treatment. If you do not attend your scheduled appointment and either do not tell us in advance or give insufficient notice, we are unable to allocate that time to another patient.

We do of course appreciate that you have busy lives which may mean that you may not always be able to attend a previously scheduled appointment. If so, please do contact us as soon as possible and we will endeavour to re-arrange your appointment at a more convenient time for you.

However, failure to attend an appointment or provide notice of a cancellation (please see below – “Cancellation”) means that we are unable to offer the appointment to other

patients. We then will charge a cancellation fee for your first failure if we are unable to re-book the time allocated to you. For all subsequent failures, appointments are charged dependent on the length of time allocated to you. However, cancellation of a hygiene/therapy appointment and/or new patient examinations and/or emergency will be charged at the full appointment fee.

For this reason, it is our strict policy to request deposits and make an automatic charge if insufficient notice of cancellation or amendment is given.

Deposits

We make appointments with the expectation that you will attend at the agreed date & time to undergo your treatment. If you change your mind or work/other commitments prevent you from attending, we ask you to provide us with the required notice (see below) so that we can reallocate your appointment slot to another patient.

When booking your appointment, we will seek full payment or where appropriate a deposit from you, payment of which is your confirmation of your commitment to attend your appointment. Our deposits are normally fully refundable providing sufficient notice of cancellation is given (see below) and will be set at the following levels:

- New Patient Examinations: £100
- Emergency Appointments: £100
- All other appointments: £150
- Sedation/Oral Surgery/Root Canal/Implant appointments: £500
- All Patient Hygiene/Therapy Visits (including direct access): 100% fee payable

The deposit amounts will be left on the account as a credit and deducted according to the treatment provided.

We may, at our discretion, accept a booking on a provisional basis without payment of a deposit. In such situations, we will normally agree alternative arrangements for payment of the deposit with you. If you do not pay the deposit within the timescale you have agreed, we reserve the right to cancel your appointment and reallocate the time to another patient.

Cancellation

If you are unable to attend your appointment for any reason, then you should inform us as soon as possible but no later than:

- 48 hours before the scheduled start time of your appointment

Please note that Saturdays & Sundays will not be included in these time frames so for example, notice to cancel an appointment scheduled for a Monday must be given no later than the preceding Thursday. Public holidays are also not included in these time frames which you must take in to account should you need to cancel and avoid a late payment fee. Providing you give notice of cancellation or postponement/amendment no later than this deadline, your deposit can be refunded to you on request.

Non-Attendance (Includes late cancellation, request to re-schedule & late arrivals)

If you do not attend your appointment, cancel/re-schedule later than the deadlines shown above or arrive late, we reserve the right to make a charge as follows:

- New Patient Examinations: £100
- Emergency Appointments: £100
- New Patient Hygiene Visit (Direct Access): 100% fee payable
- Sedation/Oral Surgery/Root Canal/Implant appointments: £500
- Free Consultations: £50

- All other appointments will be fully charged according to the cost of the appointment allocated.

This charge will be debited to your account with us. If you have not paid a deposit, settlement of this charge will be required before treatment can continue. Alternatively, where a swipe of your debit/credit card has been taken, this will be debited accordingly.

Late Arrival – Established patients

If you are an established patient and you arrive late for your appointment you will likely be asked to reschedule. However, this will be dependant upon what appointment time is left and whether we can accommodate you. If we can and your appointment does go ahead, it is important to note that it is likely you will need to be re-booked to finish which ever treatment remains.

You will be charged for the full treatment time/cost allocated to you. In addition to such time/costs and where such allocated time has been exceeded, all further clinical time we have had to wait and/or incur due to your late arrival will also be charged for. In this event, please be aware your account will automatically be charged and will reflect our payment terms and conditions. This also includes any failure to comply with pre appointment instructions.

It is therefore important to arrive on time and in full compliance to all pre-appointment requirements.

We strive to see every patient as close to their appointment time as possible. However, this can only be achieved by arriving on time for your appointment.

One or two late patients cause the entire daily schedule to fall behind. This is an inconvenience to other patients who arrive on time. Please help us to help you by arriving on time.

New patients

Likewise, if you are a new patient, we are required to ensure your new patient registration process is fully completed before your appointment commences. In order to ensure your appointment is not rescheduled, you must comply with the completion of all forms and pre-assessment questionnaires online no later than 48 hours before your scheduled appointment. If you fail to do so your registration will not be complete and your appointment is likely to be re-scheduled. This applies to all subsequent appointments.

However, this will be dependant upon what appointment time is left for this to happen and will be subject to our COVID19 policies. If your appointment does go ahead, it is important to note you may need to be re-booked to finish off what treatment remains.

You will be charged for the full treatment time/cost allocated to you. In addition to such time/costs and where such allocated time has been exceeded, all further clinical time we have had to wait and/or incur due to your late arrival will also be charged for. In this event, please be aware your account will automatically be charged and will reflect our payment terms and conditions.

It is, therefore, important to arrive on time.

We strive to see every patient as close to their appointment time as possible. However, this can only be achieved by arriving on time for your appointment.

One or two late patients cause the entire daily schedule to fall behind. This is an inconvenience to other patients who arrive on time. Please help us to help you by arriving on time.

A change of mind about Treatment

When we book treatment for you, we commit that time and our resources to you. However, we do understand people may change their mind. Where this arises before any treatment is consented to and/or no third parties i.e. laboratories, materials etc have been instructed/ordered to assist in undertaking work relating to your treatment and/or no time has been undertaken and/or set aside, where otherwise we/they would have been able to undertake such work and/or see other patients that would be chargeable, no fees will be payable by you.

Where a change of mind arises and/or from the time of consent has been given and/or during treatment and/or after treatment has commenced, then all-time allocated/relating to your treatment will be charged based on clinician/surgery time. Where third parties are involved in your treatment for example laboratories, materials etc, all fees will remain payable in full and/or where fees have already been paid, will not be refundable.

Appointment Reminders

Please note that, although we send text and email message reminders (see below for scheduled reminders sent) before appointments are due, the successful delivery of these relies on our text & email provider, your mobile/email network provider and your phone and therefore cannot be guaranteed. All reminders sent are logged internally on our server. It's the patient's responsibility to keep us updated if any contact details have changed.

Email reminders are set to be sent approximately:

- 2 days before your appointment

Text message reminders are set to be sent approximately:

- 2 days before your appointment

You should not rely on our text/email messages as the sole reminder of your appointment as we will not be responsible for any appointments missed as result of non-delivery of the text/email message reminder, regardless of the reasons for its failure