

## **Patient Payment Policy**

The practice is committed to providing a high standard of treatment and service to its patients. To achieve this goal it is important that treatment fees are collected efficiently.

All patients are provided with a treatment plan and estimate before the treatment commences which has details of the payment terms and the fees payable for treatment.

In the eventuality that fees are outstanding at the end of the treatment plan, the balance is collected at the last visit of the course of treatment.

If there are fees outstanding after the last visit, the practice will write to or telephone the patient to request payment. Reasonable steps will be taken to collect outstanding fees before a third party agent is instructed or legal action is initiated.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.

### ***Deposit and Cancellation Fees***

We will require a deposit when you book your first appointment (the fee of your Initial Examination). This will be deducted from your bill for the relevant treatment at your first visit. If you wish to cancel your appointment please cancel the appointment with more than two working days notice. We reserve the right to retain your deposit in case of late cancellation (less than two working days notice).

For late cancellations we may apply a fee to our our patient's account which will need to be cleared before additional or rescheduled appointments can be booked. If a patient fails to attend a Private or Denplan dental appointment with the dentist, therapist or hygienist they will be charged £1 per minute for the lost surgery time (e.g. £30 for a 30 minute appointment). In order to rebook your appointment the charge needs to be paid. To avoid late cancellation fees please give us at least two working days notice to cancel or change your appointment (as details in our Appointment Management and Cancellation Policy).

If a patient fails to attend a treatment appointment without two working days notice, the practice may ask for a payment upfront before booking any further treatment.

The detailed procedure for collecting fees is in Patient Accounts and Debt Management (M 212).