

Camberwell Dental Care Patient Information

Welcome to Camberwell Dental Care. Please take a moment to read through this sheet. It has been prepared for you information and forms the basis of our agreement to accept you for treatment. Please sign and date this form. A copy is available on request.

- We accept all patients for NHS dental treatment.
- We aim to see patients promptly, but occasionally a delay occurs if the previous patient's treatment takes longer than anticipated.
- All patients will be asked to complete a confidential medical history questionnaire. You will be asked to update your medical history at each check-up appointment.
- You agree to us holding your personal data and sharing with parties involved in your care only, for clinical and administrative purposes. We will not share with third parties for solicitation of goods or services. (please see our GDPR poster of our commitment to you)
- Patients who pay for their treatment must be prepared to pay up to £59.10 (Band 2 charge) on their first visit / check up. There may be an additional charge if extensive treatment is required. All patients will be given written treatment plans (including costs) by the second visit. Any out standing balance must be paid at this time. Unpaid accounts are passed on to a debt collection agency, and all third party costs will be recovered from the patient.
- Our Emergency Service is for patients who are currently under treatment here, or who have been seen here recently. We will also try to see new patient for emergencies. Please be aware that we have limited capacity and you may have to wait, you may not be seen by your usual dentist. The Emergency Service aims to alleviate pain and provide a temporary solution. You may need to make further appointment for additional treatment. Details of emergency times are available on request. Patients who pay for their treatment must be prepared to pay £21.60 (urgent treatment charge).
- Patients who are receiving private treatment when booking an appointment will need to pay a deposit of £30 for 30mins and £60 for an hour. Deposit payments will be deducted from your total cost of treatment.
- If you are late for your appointment the Dentist **may** not be able to see you. We may also consider you have missed the appointment.
- We require at least 24 hours notice to cancel an appointment. If you fail to attend or cancel without the correct notice, you must contact us within five days of the missed appointment. Failure to get in touch with us and continue your treatment means that, we consider you have terminated your treatment. The Dentist may then decide not to accept you as an NHS patient again. Patients who fail a further appointment will not be seen here in future. Note: if you failed to attend 2 appointments during course of treatment, you cancelled your appointment very late (less than 24 hours) or your attendance is very poor, you will be automatically deregistered from our practice.

For private sessions your deposit will be taken for missed appointments!

- Camberwell Dental Care operates **ZERO TOLERANCE** policy. Any patient who verbally or physically abuses any member of staff will be removed from our list immediately.
- **If more than four weeks past after your last appointment, your course of treatment will be closed and you will have to start the new course of treatment with payment appropriate. Also this applies to lab treatments as well.**
- **CCCTV camera's are in operation throughout the practice for the protection of staff and patients. Data is not stored and there is no sound in line with Data Protection.**

SIGNATURE.....

DATE.....