

## Terms and Conditions

Thank you for choosing Murray Dental

We are always pleased to assist our patients whenever we can. This document gives details of our terms and conditions of service. If, however, you have any queries or need clarification, please contact us and a member of staff will be happy to help you.

Murray Dental does not have a contract with a Primary Care Trust and as such all treatment is provided on a private basis.

### **Treatment estimates:**

Once your treatment plan has been agreed with the dentist, we will provide printed details of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you. Treatment plans are valid for 90 days from examination.

### **Consent forms:**

Certain treatments require completion of a consent form (e.g.: dental implants, intravenous sedation, tooth whitening). We will explain the treatment, aftercare and any risk to you thoroughly.

### **Deposit**

Patient are required to make a deposit when booking a new patient consultation, treatments and appointments with the specialists and hygienist. This will be put towards your treatment cost.

For hygiene appointments we may take 50% of the full appointment fee.

For Dental treatments lasting more than 30 minutes, we may take a deposit of 50% of the treatment cost.

### **Fees:**

Murray Dental does not operate an account system and we require fees to be settled at the appointment where treatment is provided.

Where treatment incurs a laboratory fee, 50% of the total fee is due at the appointment where impressions are taken.

Fees for dental implants and Invisalign® are taken in staged payments. We will discuss a schedule of payment with the patient.

Murray Dental reserves the right to make a charge for any debt passed to a debt collection agency and for returned cheques.

In the case of dental treatment provided under insurance schemes or finance agreements, the patient remains liable for payment.

Fees for treatment where intravenous sedation is included must be settled prior to the appointment to avoid financial transactions, or signatures being required, whilst a client is still under the influence of the sedative.

### **Emergency appointments:**

We request that, should you need to see a dentist urgently, you contact Murray Dental as early as possible. Our phones are answered from 9.00 am. We will respond to a message left on our answerphone as soon as possible; please ensure contact details are clear.

Late cancellation or missed appointments:

Murray Dental reserves the right to charge half of the full fee due in the event of a missed appointment or an appointment cancelled with less than 24 hours notice.

### **Personal Details:**

It is very important that you give a full medical history and details of any medication you take. Should these change in anyway it is important you tell the dentist and give current information.

### **Data Protection Act:**

We store all patient personal details on a computer system in accordance with the Data Protection Act. All clinical notes, digital radiographs, digital photographs etc remain the property of Murray Dental. Copies of notes, radiographs and photographs can be made available on request. Murray Dental reserves the right to make an administration charge for any copying.

Dental notes are commonly abbreviated and we are happy to explain these abbreviations to you