

Our Terms & Conditions (2010-2011)

This document sets out the terms and conditions under which you receive dental care and treatment from *amersham dental care*.

1. Before you can have any treatment (including hygienist visits) you must be examined by a dentist who will give you a treatment plan and estimate. For simpler treatments this may be by verbal consent. We will try to take your wishes and considerations into account when drawing up your treatment plan. Some treatments may depend on others being completed successfully.
2. Your estimate includes charges for all dental, technical and administrative staff, laboratory work and materials. In most cases advice, preparatory and/or temporary treatment is included within your estimate at no extra cost.
3. The estimate is valid providing that treatment commences within one month of the date it is issued. If there are changes in your treatment plan a new estimate will be provided.
4. You may refuse to have any treatment at any time but this may affect the rest of your treatment and partially completed laboratory work will have to be paid for in full by the patient.
5. Sometimes things do not go according to plan in which case we will discuss this with you and arrive at an alternative treatment plan that may involve referral to specialist colleagues.
6. Dental treatment can sometimes cause post operative discomfort. We would encourage patients to update their practitioner on a regular basis regarding this to ensure suitable advice and intervention where necessary.
7. Dental treatment does not last forever. The longevity of your treatment is dependent on the conditions of use and the home care regimen that is followed, thus we do not give an unconditional guarantee. We will however replace any dental work that we agree has failed within a reasonable time.
8. If you are a NHS patient you can opt to have any or all of your dental treatment privately. We will provide you with all the options including the private alternatives (e.g. white fillings) and specialist referrals (e.g. sedation).
9. NHS patients who fail to attend two appointments within the same year will no longer be eligible for NHS care within this practice. This includes children.
10. Tooth coloured treatments will be a reasonable colour match to your existing teeth.
11. We expect you to arrive punctually. If you arrive late we may be unable to see you or we will end your appointment on time. This will ensure that later patients are not inconvenienced. Please call for advice if you are running late.
12. The charge we make for missed appointments or cancelled at short notice (>24 hrs) is £15 per ¼ hour.
13. We do have a telephone/email reminder service however this is a courtesy service only. All patients are responsible for remembering and attending their scheduled appointments.
14. Private patients are required to pay a proportion of their total estimated fee at each visit. If you are in arrears we may not continue with your treatment and we may ask for payment in advance.
15. NHS regulations allow us to ask for payment in advance from NHS patients.
16. Any account that remains unpaid may be forwarded to our debt collecting agency and an administration charge will be added to your account.
17. It is your responsibility to keep the practice up to date on matters regarding contact details and medical history changes.
18. It is your responsibility to attend check-ups at intervals recommended by your dentist, to take care of your mouth and to follow as far as possible any advice you are given.
19. Your acceptance of treatment indicates your acceptance of these terms. These terms and conditions will be reviewed regularly. The latest copy of these terms and conditions will be displayed in the waiting room, on our website or available on request.