



NEW STREET DENTAL CARE

Payment Policy

All patients of New Street Dental Care are expected to pay for their treatment before, during or immediately after treatment is completed. In the case of courses of treatment where more than one appointment is required, fees will be collected after each appointment.

All patients will be given an estimate of treatment costs after their first appointment, so they fully understand what the fees imply to and how much they are required to pay overall.

The Surgery reserves the right to ask for a deposit of a third of the cost for any extensive or expensive treatment, such as crowns, veneers, dentures, implants, bleaching and any treatment involving outside agencies i.e. oral surgeons, anaesthetists and dental laboratories. Full payment of these treatments must be received before the final appointment is carried out and any laboratory work is fitted. In respect of fees for outside agencies, these must be paid before the patient receives treatment to cover the agent's costs. The patient will always be made aware of this fee before they enter into any treatment involving an outside agency.

Patients who fail appointments or cancel without giving **1 working days notice**, unless under exceptional circumstances, will be expected to pay a charge, this charge will reflect upon the amount of time the appointment was booked for at a rate of £120.00 per hour. 'Working days' exclude Saturday. We ask that if patients need to late cancel, we will need you to call us, text messages or emails may not be sufficient enough. This charge will need to be settled prior to the patient's next appointment. Any accounts sent out in respect of these charges must be paid on receipt.

COVID POSITIVE or ISOLATION – Patients that must cancel appointments without giving 1 working days notice will need to provide evidence via a Screen shot of their track and trace app or a COVID positive test result. Patients that cannot provide this will be charged the usual fee.

Patients leaving the practice without settling their treatment bill will automatically be sent an account for fees owed, which should be settled on receipt.

Patients who do not pay their account after the first notification will be liable to a charge of £25 to cover administrative costs.

Patients refusing to pay an overdue account will be liable to legal action and removed permanently from the practice list. Fees for recovering overdue payments will be added to debt.

Patients who are seen to require regular accounts to settle their treatment fees will be asked for payments before any future appointments can be made.

The Surgery reserves the right to refuse treatment on any patient owing monies.

The Surgery reserves the right for their point of sales staff to ask for payments and deposits before any prior appointments can be made.

Payments by cash, Debit card, credit cards and cheques are accepted, facilities to pay by credit card over the telephone are also available.

All patients will be given a receipt of payment, which should be kept for the patients records in case of any discrepancies. Any discrepancy will be referred to the practice manager.

Any patient abusing this policy will be liable to legal action and permanent removal from The Surgery list.

New Street Dental Care

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