

## **Terms and Conditions of Service**

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 the team will be happy to help you.

Treatment at 'Pear Tree Dental Centre' is provided on an NHS and 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, after this period, you may be required to attend for a further assessment/examination, before any treatment can commence, a fee may be applied if this is required.

### **Consent Forms**

Certain treatments require completion of a consent form for example Orthodontic Treatment. We will explain the treatment, aftercare, and any risk to you thoroughly, allowing you to make an informed decision.

### **Fees**

Pear Tree Dental Centre does not operate an account system and we require fees to be settled at the appointment where treatment is provided. Failure to pay may result in your treatment/future treatment being withheld if payment is not made as specified.

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

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

If you decide that you do not wish to continue with your treatment, depending on the stage that you are at and the treatment that you are undergoing you may be required to pay the full amount.

In the case of dental treatment provided under insurance/ health care schemes, the patient remains liable for payment at the point of treatment and is responsible for claiming those monies back through their insurance provider.

Methods of payment taken at Pear Tree Dental Centre are by all major credit/debit cards, cash and in exceptional circumstances BACS transactions.

Pear Tree Dental Centre reserves the right to make a charge for any debt passed to a debt collection agency.

## **Exemptions**

**NHS** Patients at the Centre aged 18yrs and over, pay the NHS charges, which are set by the government, unless exempt due to one of the following reasons.

- Pregnant or have had a child in the last 12 months.
- If you are aged 18yrs and in full time education
- If you or your partner are named on a current HC2 Certificate
- If you or your partner are named on a valid NHS tax credit exemption certificate
- If you or your partner receive Income Support, Income- based Jobseekers Allowance or Pension Credit Guarantee Credit.
- Universal Credit – check your paperwork to see if eligible for free NHS dental treatment. If you are not in any of these groups, but have a low income, you may still be able to get help with NHS charges, by completing a HC1 form.

A current HC3 Certificate – is a partial exemption and the holders of these Certificates, pay the amount stated, or less if the treatment charges, are less than the amount stated.

Please note that the following benefits on their own does not entitle you to help with health costs:

- Incapacity Benefit
- Disability Living Allowance
- Pension Credit Savings Credit
- Contribution- based Jobseekers Allowance

## **Emergency Appointments**

Should you need to see a dentist urgently for example due to dental pain during our normal working hours, we ask that you contact the Centre as early as possible, if you leave a message on our answerphone we will respond in a timely manner, please ensure your name, and contact details are clear. If your dental emergency arises out of hours, please contact the following number for advice [Tel:111](tel:111)

## **Late Cancellation or Missed Appointments**

Pear Tree Dental Centre reserves the right to charge the full fee due in the event of a missed appointment or an appointment cancelled with less than 48 hours' notice.

If you fail to attend 2 appointments without informing us, all future appointments will be cancelled.

Persistent missed appointments are perceived as a breakdown in communication between the patient and the Centre. If you repeatedly fail to attend for appointments, you may be removed from the Centres list and will have to find an alternative Dental Practice.

## **Treatment on Referral**

With your agreement it may be necessary to refer you to see another Dentist, Specialist, or Hospital service, following the advice and guidance of your Dentist.

## **Personal Details**

Pear Tree Dental Centre is a fully digitalised practice.

It is very important that the personal details we hold for you are accurate and up to date, including a full medical history and a list of any medication that you are taking. When you attend the centre if you have provided an email address or a mobile number, you will have received a reminder about your appointment and within that message is a link for you to click, by entering your Surname and Date of Birth, this will give you access to complete, review, update and submit the forms required by the Centre.

If you are unable to complete these forms online prior to your appointment, the reception team, will ask you to complete them upon arrival, please ensure that you arrive at least 10mins prior to your appointment time if you have not completed the forms online, to allow adequate time before your appointment to complete them.

## **GDPR**

Our data protection code of practice outlines our procedures that ensure that we at The Pear Tree Dental Centre Ltd comply with The Data Protection Act 2018 and The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/67).

### **What personal data do we hold?**

- To provide our patients with a high standard of dental care and attention, we need to hold their personal information. This personal data can include:
- Past and current medical and dental condition
- Personal details such as age, address, telephone number, email address and General Medical Practitioner
- Radiographs, clinical photographs, and study models
- Information about your treatment that we have provided or propose and its cost.
- Notes of conversations or incidents that may occur for which a record needs to be kept.
- Records of consent to treatment
- Any correspondence relating to them and other health care professionals, for example in the community, hospital, or specialist dentist fields.

### **Why do we hold information about all our patients?**

We need to keep comprehensive and accurate personal data about all our patients to provide safe and appropriate dental care. We ask our patients at each visit to update their medical history and to check contact details, to ensure that our records remain up to date.

### **Retaining information**

We will retain our patients' dental records whilst they are an active patient at the Centre and for at least 15 years after they are no longer a patient.

### **Security of information**

Personal data about our patients is held on the Centres computer system and the paper records are kept in a locked manual filing system. The information is only accessible to the Centres authorised team members, our computer system has secure audit trails, and a backup is performed daily of the information stored on our computer system.

## **Disclosure of information**

- To provide proper and safe dental care we may need to disclose personal information about our patients to:
- Community Dental Service
- Dental Laboratories
- Maxillofacial Consultant (Hospital referral)
- NHS Business Services Authority (process dental claims)
- Orthodontist, Consultant Orthodontist, Orthodontic practices
- Specialist Dentist (for the provision of complex dental treatment that we are unable to provide within the Centre for example Implants, Re Root Canal treatment etc)
- Their General Medical Practitioner

Disclosure will take place on a 'need to know basis', only those individuals/organisations who need to know to provide care for you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care.

In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent. Where possible you will be informed of these requests for disclosure.

## **Patients' Access to their records**

- Our patients have the right of access to a copy their data that we hold about them. Parents of children may access their child's records if this is in the child's best interests and not contrary to a competent child's wishes.
- Formal applications for access must be in writing to The Data Protection Officer, Kirsten Pownall.
- If our patients do not wish personal data that we hold about them to be disclosed or used in the way that is described in this Code of Practice, they can discuss the matter with us. Our patients do have the right to object; however, this may affect our ability to provide them with dental care.
- Patients have the right to withdraw their consent at any time, however this will not be retrospective.

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