

Practice Policy on Fees

Main Street Dental

It is the policy of this practice to give patients full information about the cost of their dental care before any treatment is undertaken

A list of common treatment charges is available at Reception for treatments provided privately

We will ensure that all patients:

Are advised of what they have to pay, when they should pay and how they can pay (e.g. Cash, card (not American Express) cheque (made payable to Main Street Dental Ltd))

Know what they will receive for their payment (i.e. what treatment or care)

Understand whether their treatment is provided privately or under NHS contract or a mixture (in which case we will identify clearly what is proposed)

Are given a written estimate and treatment plan where treatment involves more than routine preventive examination and hygiene care

Are not pressured into signing agreements or paying fees

Obtain a receipt for any payments they make and can review their account details

Can talk to a staff member who can explain clearly what payments are due and what they are for

Can discuss with staff what treatment options and costs are available

Are given an estimate where a precise cost cannot be determined in advance (e.g. laboratory work) and will receive timely advice of any additional costs where appropriate

Our normal policy is that patients are asked to pay on the day of completion of treatment and to pay a deposit prior to the commencement of treatment involving laboratory fees.

Understand their own responsibilities in terms of payment terms and how to avoid any penalty for overdue fees (missed appointment charges, late payment etc)

Are advised to give 48 hrs notice when cancelling appointments and that late cancellations or missed appointments will incur a charge

Attending the practice as a new patient will be required to pay for the examination in full at the time of booking, and advised without 48hrs cancellation notice this is non refundable

Wishing to book a Saturday appointment will be required to pay in advance to secure booking