

## **The Family Dental Practice Code of Practice** **Practice Payment Policy**

In compliance with NHS guidelines all patients are kindly asked to pay for their dental services prior to having a checkup or treatment.

NHS fees are clearly explained in a leaflet which is obtainable from reception; they are also on display in the reception area.

If a patient is exempt from NHS charges, proof will be required at the start of treatment. If proof is not shown we will have to charge the patient accordingly.

The Family Dental Practice will endeavor to inform our patients at the start of treatment what the cost for their treatment will be whether it is Private, NHS or combined.

If a patient is having private treatment a consent form for this treatment will be signed before treatment commences.

A form FP17DC will be given at the start of a course of NHS or combined NHS and private treatment and a signature is required on this form. A copy of the FP17DC form will be given to the patient.

The Family Dental Practice maintains a strict payment policy where all payments for dental treatment should be paid in full prior to completion of treatment. It is the discretion of the treating dentist as to whether the full payment is required before the start of treatment.

Payments can be made by cash or by debit card. Credit card payments will be accepted but for NHS payments a 1.5% charge will be made. Card payments can be taken over the phone.

If for whatever reason the fees are not paid, the Family Dental Practice will inform our patients via a text message/letter or email that there is money outstanding on their account and to refer to our payment policy on our website and to contact the practice for payment.

A second text message, letter or email will then be sent requesting immediate payment if payment is not paid within a seven day period.

If there has been no contact or payment within the next seven day period than a third text message will be sent warning of losing the right to be seen at the practice with immediate effect. If payment is not made within further 24 hours we will use a debt recovery company to recover the debt outstanding and an additional fee of 17.5% will be charged for using their services.