



PAYMENTS

- It is the practice policy to give patients full information about the cost of their dental care before any treatment is undertaken. Information on NHS charges for the most common treatments is available at reception. Our private fee scale is available following discussion with your dentist who is best placed to address your needs.
- A written estimate and treatment plan will be provided. These may be altered in case of changes in treatment plans whereby you will be informed prior to treatment and given new copies.
- We offer patients a range of payment options, depending on their needs.
- You may pay for your dental care by cash, or credit/debit card. Please note cheques are no longer accepted. Private patients may also join one of the private dental care schemes [Credit is available through the Denplan Enhance Scheme, or through the financial team at Clearstep. Feel free to discuss this further with your dentist.
- We try to make payment as straightforward as possible. Our normal policy is that patients are asked to pay a deposit prior to the commencement and the balance on completion of treatment. Patients are however, encouraged to pay a proportion at each visit.
- We aim to collect outstanding balances at your final appointment.
- If you cancel treatment, a balance of any treatment already completed will need to be settled.
- If you fail to pay by the completion of treatment you will be presented with a bill. If the account is not settled in two weeks, a written reminder will be sent to you requesting payment in a further two weeks.
- We may contact you over the phone to remind you of any debts.
- If payment is still not received further action will be taken.
- Please contact us if you are experiencing difficulties in settling the debt. We may be able to work out a programme for payment.
- Please note that we will make a note of any outstanding debts and in future a deposit for treatment will be obtained.
- Receipts are provided for all payments received. A full statement of all payments made to the practice is provided on request.
- If you have any complaints please follow our practice complaints procedure details are available at reception.

www.premierdentalcare.co.uk

3 Bloxwich Lane, Bloxwich, Walsall WS2 7JS
T 01922 477 400 E info@premierdentalcare.co.uk