

Collecting Fees - Practice Policy

Scope of the Policy

This policy relates to all fees and charges payable by any patient who uses the services of this practice.

This includes money owed for check-ups, examinations, preventive advice, treatment with the hygienist and all treatment provided by a dentist.

The practice will at all times seek to be sympathetic to and understanding of each patient's financial circumstances.

Action to enforce settlement of debt for outstanding fees and charges will be taken in respect of all current and former patients who have failed to pay any outstanding charges.

Fees

All fees for treatment provided should ideally be paid before leaving the practice.

If the patient has an outstanding amount owing to the practice at the time of their next appointment, the practice may request that the account is settled before they can receive further treatment at the practice. If the patient does not settle their account, the practice may refuse treatment until all outstanding amounts are paid.

Appointment Deposit

The practice will ask patients to pay a £50 appointment deposit towards their treatment at the time of booking. If the treatment amount is less than £50, we will ask for the full treatment amount. The appointment deposit will count towards your final invoice and only any outstanding amount will be due on the completion of your treatment.

Cancelled/Missed Appointments

If a patient fails to attend an appointment or cancels without reasonable notice, the practice reserves the right to retain the appointment deposit or charge a cancellation fee (if an appointment deposit is not being held) in accordance with the practice appointment booking/cancellation policy. All patients will have been advised on this as it is printed in our practice information leaflet and on our appointment card.

Debt Collection

All outstanding debts will be pursued. Patients will be sent written notification that their debt remains outstanding and given every opportunity to pay the fees due. Only as a last resort, this practice will pursue patients for debts owing, by using a debt-collecting agency.

This practice is not obliged to embark on or continue with a course of treatment for an emergency patient if they are in debt to the practice. However, where such a patient attends in pain or with another dental emergency, we will provide necessary emergency treatment and may subsequently refuse to provide another course of treatment.

To ensure that this practice does not breach its' duty of confidentiality, we will only disclose lists of debtors to debt collection agencies in order to recover our debts and will not disclose this information to any other third party.

This Policy was implemented on: 05/10/2015

This Policy was reviewed on: 05/10/2018

This policy and relevant procedures will be reviewed annually and are due for review on: 05/10/2019 or prior to this date in accordance with new guidance or legislative changes.