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PAYMENT POLICY

It is our practice policy to ensure patients have the full information about the cost of their dental work before any treatment is undertaken.

Each patient is given an itemised estimate or treatment plan showing the costs for each stage of their treatment. Payment is at each stage of treatment. Please be aware that estimates can change as circumstances can arise which may alter the treatment proposed.

A list of our charges is available from reception and on our website www.dianadental.co.uk

Patients will be invited, at an appropriate time deemed by their dental clinician, to join one of our dental care plans, (Practice Plan) details of which are available from reception.

We try to make payment as straightforward as possible. You may pay for your dental treatment by cash, credit/debit card or by finance (subject to status) which can be arranged by the practice.

In the unlikely event of non-payment, the practice will take the following steps to recover any outstanding debts:

- A 1st reminder letter is sent at month end requesting payment within 2 weeks.
- A 2nd reminder letter is sent at next month end requesting payment within 2 weeks.
- If payment is not received a 3rd reminder letter is sent the following month end, explaining other methods will have to be employed to recover the debt, i.e. debt collector or County Court and that the patient will be de-registered from the practice. Patient is given another 2 weeks to comply.
- If payment is not received a 4th letter is sent the following month end explaining that the debt has been passed to a third party for recovery and the patient is de-registered from the practice.
- It should be noted that no further appointments will be made whilst there is payment outstanding.

As a business we take every care to keep communications with our patients as helpful and as open as possible and if a patient is having temporary payment problems, we are happy to discuss any issues in a private & discreet manner to see if a compromise can be reached.

Last review – April 2020