

ALEC WAUGH & ASSOCIATES
Caring Dental Practice

Low Fell Caring Dental Practice
The Lodge
160 Dryden Road
Gateshead
NE9 5BY
Tel: 0191 477 77 72
lowfell@alecwaugh-dental.co.uk

Terms and Conditions of Payment

Under the terms of the NHS, full payment for all treatment is required upon seeing the dentist following your assessment or examination. All private and NHS treatment must be paid in full before commencing the treatment plan. The practice reserve the right not to book any further appointments until full payment is received. The practice reserves the right to close a treatment form should a patient cancel an appointment or fail to attend an appointment and not re-book to complete treatment. The patient will then have to pay for a new course of treatment upon their return

Full payment of our charges is required on the day of examination before making further appointments. Failure to make payments within 7 days of the 1st invoice will result in a £20 charge, failure to respond or settle this payment will result in the matter being referred to our Debt Collection agents Daniels Silverman Ltd. and will be subject to a surcharge of £65 plus VAT to cover the collection costs incurred. This surcharge, together with all other charges and legal fees incurred, will be the responsibility of the patient and will be legally enforceable.

In following up bad debts, we will charge for telephone calls attempted and made, letters sent, dentist and staff time spent considering the issues related to the debt, solicitors' fees, court costs, any VAT incurred, and 2.5% Monthly Interest Rate on the debt taken from the day of examination.

We are happy to accept payment in cash or by debit card and can take payment over the telephone.

In order to maintain our commitment to NHS Dentistry, we have to work hard and continuously. When patients arrive late, cancel within 24 practice working hours of their appointment, or fail to attend, we are left with wasted time, which could have been used to help someone else and maintain the efficiency of the practice. We will issue a First warning letter to patient's informing them should a further appointment be wasted no further appointments will be offered by the practice. If the second appointment is missed, a second wasted appointment letter will be issued. No further appointments will be booked following this.

GDPR Statement

Here at Alec Waugh and Associates Dental Practice we take your privacy seriously and will only use your personal information to provide you with Dental Care services, including reminding you of appointments, recording and processing all information relevant to your care and any medical conditions. All personal information is kept strictly confidential. Where necessary to provide you with the care you require we may share your information with third parties such as Dental Laboratories and the NHS BSA, Practice Plan. A list of all such third parties is available on request. When necessary should any bad debts arise, we will pass on your information to our debt collection agency. Additionally from time to time we would like to contact you with the details of other products and services we provide.

Safeguarding Statement

We have a duty of care to all of our patient's, Adults and Children. If we feel there is a patient "At Risk" or these is cause for concern, we will liaise with the necessary Safeguarding agencies for advice -this may include your GP, and other Health and Social Care services.

Independent Practice Plan Membership or Pay as you go Independent Patients

Pay as you go patients or membership plan patient's will be asked to pay for their appointment in advance. **We require 24 hours notice to rebook/cancel any appointments. Should we not receive 24 hours notice**, we will issue a First warning letter to patients informing them should a further appointment be wasted no further appointments will be offered by the practice. If the second appointment is missed, a second wasted appointment letter will be issued. No further appointments will be booked following this. Independent appointments that are missed are charged at £45 per quarter hour booked or part there of - this also applies to Independent exempt NHS patients and independent children. This fee for wasted Independent time will be deducted from what you have already paid. Any monies remaining can be refunded to you less a £20 charge, or, put towards future treatment. If there are not enough funds to cover your wasted appointment, then this fee for wasted time must be paid plus the full cost of treatment required, before any future appointments are made. Plan patients must remain on the plan for 12 months to receive the 20% discounted fees. If the plan is cancelled within this time you will be required to pay back the 20% discount given to you