

Practice fees and payments

High Street Smiles ensures the prompt collection of dental fees as it is crucial to maintaining cash flow and keeping our practice operational. All members of our dental team will ensure that you are fully informed about the fees that you are likely to pay and when those payments will be due. This policy describes our practice procedure for collecting fees payable for your dental care.

Information on fees

1. We commit to provide full information about costs to you at every stage of your care.
2. Information about NHS and Private fee's is displayed in reception, and there is also a current NHS fee leaflet and a private pricelist is also available in the leaflet stand, a copy of the information is available on request for you to take home.
3. Information on patient charges and an indicative price list are available to new patients on request and our practice leaflet describes how patients can pay for their care.

Estimates and bills

4. Before any treatment is undertaken, the options available and the associated costs are explained in full to you in a way that you understand.
5. A written treatment plan and estimate of the costs are provided for all dental treatments.
6. You will be given an itemised bill. Your patient record will include details of any fees incurred and payments made. It will be checked and updated at each visit and will include details of any outstanding amounts.

Payments

7. The practice offers patients a range of payment options, including payment by cash, credit/debit card .Credit/debit card payments are processed by **Worldpay**, please nb **American Express** in not currently accepted at the practice.
8. Our normal policy is that you are requested to pay for your treatment as each stage is completed, some private treatments require a 50% deposit to be paid prior to treatment starting and the remainder on completion, a receipt will of course be provided. Patients are reminded about our payment policy when they make an appointment.
9. For longer courses of treatment, you may be offered the option to pay for your treatment by instalments. This must be agreed in full by Divesh Singh our practice owner or Emma Bednarczyk our Practice Manager. They will comply with consumer credit law and you may be able to pay in 5 or more instalments over a period longer than 12 months **Divesh Singh holds a Consumer Credit licence**. If you have a complaint about a credit arrangement please follow our practice complaints procedure. If the complaint cannot be resolved in this way you will be advised of your right to take the matter to the Financial Ombudsman Service.
10. Whenever a payment is taken, you will be given a full itemised and dated receipt.

11. If you would like to pay part of the full cost, the part payment will be accepted but you will be advised that the amount paid is not accepted as full-and-final settlement.
12. If you would like a statement following each payment this can be arranged upon request at reception.
13. NHS patients will be charged in accordance with the NHS dental charges regulations. Exempt patients will be required to sign NHS forms and provide evidence that they are exempt.

Outstanding payments

14. A regular check of the treatments provided against the payments received is undertaken by **Katey Blakemore** and reminders are sent to patients who have missed payments.
15. If no payment is received within 2 weeks a reminder will be sent inviting you to contact the practice regarding payment options.
16. If, following the second reminder, no payment is received, a final reminder letter will be sent and you will be advised that no further appointments can be offered at the practice until the account has been cleared. And the details of the debt may be passed to a debt collection agency.
17. If, following the final reminder, no payment is received **Dr Singh/Emma Bednarczyk** will consider how to progress the matter. Action may include the engagement of a reputable debt collection agency or formal legal action. In extreme circumstances and at the sole discretion of Dr Singh the debt may be written off.
18. You will be informed that, for the purposes of collecting the debt, their details may be passed to a third party and details of this 3rd party will be provided to them beforehand.

Kind Regards

High Street Smiles Reception Team