

# Valley Dental Practice

## Payment Cancellation and Failure to Attend Policy

Payment for dental treatment and hygiene visits are expected on the appointment date.

### Payment Options -

For your convenience, payment options include Cash, Debit Cards, MasterCard & Visa. Finance payment plans are available upon request. We do not accept cheques.

### Insurance Forms -

We are happy to fill and sign any insurance forms our patients may have and provide the relevant information and receipts.

### Unpaid balances -

Unless agreed otherwise in writing, balances that are still not paid in full by the final letter will be sent to our debt collectors.

We understand that your financial status may change. If this does occur please let us know as soon as possible, so that we can come to some arrangement for your payments.

### NHS Exemptions -

Patients are responsible for declaring any NHS exemptions and also to notify the practice if their previous exemptions do not apply and NHS fees are payable.

Patients can check if they are eligible for free or subsidised dental care by completing the NHS eligibility checker using the following link:

<https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help>

Patients incorrectly claiming free or reduced cost dental treatment are at risk of receiving a Penalty Charge Notice from the NHSBSA. Any fines that apply as a result of incorrect claiming, will be payable by the patient to the NHSBSA.

### **Failure to attend (FTA) or short notice Hygiene appointments -**

Missed or short notice cancellations less than 48 hours for dental hygiene appointments will be chargeable at 50% of the total hygiene fee.

### **Failure to attend (FTA) Dental Appointments -**

Under NHS regulations, we are unable to charge NHS patients who fail to attend for their appointments or who cancel at short notice (less than 24-hour notice is insufficient notice).

Patients who fail to attend appointments without prior notice disrupt our scheduling and prevent other patients from receiving timely care. If a patient misses a treatment appointment, we will make an effort to contact them to discuss the situation and remind them of our appointment attendance policy.

Patients that are unable to make their appointment, must make every effort to cancel it well in advance so that it may be offered to someone else. FTAs and cancellations at short notice

deprives other patients of essential dental services. We understand that unforeseen circumstances may arise, but we ask for at least 24 hours notice whenever possible.

In cases where there are repeated instances of short-notice cancellations or FTA's, the practice reserves the right to discontinue providing treatment. This decision will be made at the discretion of the healthcare provider(s) involved in the patient's care.

The practice will attempt to contact patients who have failed to attend for their appointment to reschedule. Patients will be warned verbally or via email that they will lose their NHS entitlement here, if they fail to attend or cancel at short notice again. We will withdraw the offer of NHS treatment at this practice. This decision will be communicated to the patient in writing, and they will be given a reasonable opportunity to address the situation before any action is taken. Consistent adherence to these policies is essential to ensure that all our patients receive the care they need in a timely manner.

The practice can terminate a course of treatment if patients miss their appointment twice during the course of the treatment without letting the dental practice know. In this situation a new course of treatment will incur an additional fee. While surgeries cannot charge patients for not turning up, we have the right to ask patients to find another dental practice if they continue to miss appointments.

This policy does not affect your ability to seek NHS care at another NHS dental practice.

The terms set out in this agreement and any disputes arising out of or in connection with this agreement are subject to English law and jurisdiction.

Dr Hardik Patel & Dr Satin Patel

~~Viewed March 2023~~

Viewed March 2024

~~Review March 2024~~

Review March 2025