

## **Appointment Policies**

### **Appointment Cancellation & Failed to Attend Policy**

As you are aware the practice operates a Cancellation Policy. This is to ensure the smooth running of the practice for the benefit and convenience of all our valued patients.

We would kindly ask that for all New patients' examinations, routine examination, hygienist appointment and CBCT scans, 48 hours' notice is given, for all other treatment appointments 72 hours' must be given so we can reorganise our diaries accordingly.

### **Treatment Planning Policy**

Every patient is assessed to identify their individual needs and choices at the consultation appointment. Everyone is given a written personalised treatment plan, which details their individual needs and choices. Everyone's treatment plan is reviewed on an ongoing basis with the involvement of the patient. The assessment and care planning processes takes account of guidance and research relating to the care and treatment of patients.

Itemised plans are provided to all patients who need to have treatment and informed consent is always obtained and recorded before treatment is commenced.

It may be necessary to amend a treatment plan and therefore the costs may change. If this happens then the patients will be fully informed, consulted and asked how they wish to proceed.

### **Payment upon Booking and Deposit Policy**

#### **Examination, Hygiene Appointments & CBCT scans**

New patient examinations, routine examination, Hygiene appointments and CBCT scans are payable upon booking

If any of the above appointments are cancelled or rescheduled within **48 hours'** then the payment is non-refundable. If a patient fails to attend any of these appointments, then the payments is also non-refundable. A

#### **Treatment Appointments**

A deposit of 50% will be requested at reception towards each treatment appointment booked then the remaining balance will be payable at the final appointment.

If any treatment appointments are cancelled or rescheduled within 72 hours' then payment is non-refundable. If a patient fails to attend any of these appointments, then a charge of £3 per minute will be incurred.

If an appointment is cancelled within desired time frame and a refund is requested, it can only be processed using the same debit/credit card in person. Although we process the refund immediately it may take up to 5 working days to credit your account.

### **Practice Policy on Fees**

It is the policy of this practice to give patients full information about the cost of their dental care before any treatment is undertaken

A list of common treatment charges is available at Reception for treatments provided privately

### **We will ensure that all patients:**

- Are advised of what they have to pay, when they should pay and how they can pay (e.g. cheque, cash, card)
- Know what they will receive for their payment (i.e. what treatment or care)
- Understand that their treatment is provided privately
- Are given a written estimate and treatment plan on request or where treatment involves more than routine preventive examination and hygiene care
- Understand their own responsibilities in terms of payment terms and how to avoid any penalty for overdue fees (missed appointment charges, late payment etc)
- Are not pressured into signing agreements or paying fees
- Obtain a receipt for any payments they make and can review their account details
- Can talk to a staff member who can explain clearly what payments are due and what they are for appointment
- Can discuss with staff what treatment options and costs are available
- Are given an estimate where a precise cost cannot be determined in advance (e.g. laboratory work) and will receive timely advice of any additional costs where appropriate.

- We try to make payment as straightforward as possible.
- Denplan and Lloyd & Whyte patients are advised at the time of registration what their plan includes, what is excluded and what costs are involved.

## **Zero Tolerance Policy**

The purpose of this policy is to address instances of unacceptable behaviours which may cause harm or the fear of harm to any members of staff within Acorn Dental. This policy covers:

Instances of violence or aggression committed by any person, whether this may be an attending patient, their relatives, any visitors to our practice and our staff.

Against any patient, relative, any other visitor to our practice or a member of our staff.

### **Definition**

#### Violence and Aggression

**Violence** is the use of force against a person that has the same definition as “assault” in law. This would cover any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.

**Aggression** is regarded as threatening or abusive language or gestures, sexual gestures, or behaviour, derogatory sexual or racial remarks, shouting at any person or applying force to any practice property or to the personal property of any person in the practice. This would include shouting loudly in an intimidating manner.

This policy applies throughout the practice including car park and grounds. It also applies to any employee or associate away from the practice premises but only in so far as it relates to the business.

#### What to do

If violence and aggression occur within our practice:

- A member of staff will ask the individual(s) to stop behaving in an unacceptable manner. Sometimes a calm and quiet approach will be all that is necessary. Staff are reminded that they should not, in any circumstance respond in the same manner.

- Should the person cease their behaviour the Practice Manager should be asked to attend, and the member of staff should explain calmly what has occurred
- If the person is acting in an unlawful manner, causes damages or strikes another then the police should be called immediately
- Should it prove necessary to remove the person from the practice then the police should be called, and staff should not, except in the most extreme occasions, attempt to manhandle the person from the practice.
- If the above was to take place the members of staff involved should write a full and detailed account of the incident

#### Procedure Following an Incident

- Review the incident with the practice owner and the Practice Manager immediately to ascertain the severity.
- Determine if a patient should be removed from the patient list
- Decide whether a written warning should be given
- Decide whether to take further action if the matter has been sufficiently dealt with by the advice already