

Smile Art Dental

Payments, Failure to attend and NHS 2-year rule

Payment for Treatment and Hygiene Visits

Payment for all dental treatments and hygiene visits is expected at the time of the appointment.

Payment Options

For your convenience, we accept the following payment methods:

- Cash
- Debit Cards
- MasterCard & Visa

Finance plans are also available upon request. Please note, we do not accept cheques.

Insurance Forms

We are happy to complete and sign any insurance forms for our patients and provide the necessary information and receipts as required.

Unpaid Balances

If a balance remains unpaid after the final reminder, it will be forwarded to our debt collectors, and services will be withdrawn. If you experience any changes to your financial situation, please inform us as soon as possible so we can discuss alternative payment arrangements.

NHS Exemptions

Patients are fully responsible for declaring any NHS exemptions and must inform the practice if their exemption status changes, making NHS fees applicable.

To check your eligibility for free or subsidised dental care, please use the NHS eligibility checker here:

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

It is entirely the patient's responsibility to ensure they are eligible for any exemptions. If a patient incorrectly claims free or reduced-cost dental treatment, they may be issued a Penalty Charge Notice from the NHSBSA. The practice will not be involved in any disputes regarding fines, and any charges issued by the NHSBSA will be the sole responsibility of the patient to resolve and pay.

Arriving Late

While we aim to see all patients promptly, due to the nature of healthcare, delays may occur. However, if you arrive late and treatment cannot be provided, the dentist may ask you to reschedule. If you miss the entire appointment time, it will be recorded as a "Failure to Attend" (FTA).

Appointment Reminders

We offer appointment reminders as a courtesy, not a requirement. It is your responsibility to attend your appointment on time. Failure to receive a reminder is not an acceptable reason for missing or arriving late to your appointment.

Failure to Attend (FTA) and Short Notice Cancellations

Hygiene Appointments

Missed or cancelled hygiene appointments with less than 48 hours' notice will incur a charge of 50% of the total hygiene fee.

Private Dental Appointments

If you fail to attend or cancel without sufficient notice, a non-refundable deposit will be required to secure any future bookings:

- £30 deposit for examination appointments
- £10 per every 10 minutes booked

Two instances of failing to attend (FTA) without appropriate notice may result in deregistration from the practice.

NHS Examination Appointments

While we are unable to charge NHS patients for missed or short-notice cancellations, these instances disrupt our scheduling and prevent other patients from receiving care. We request at least 24 hours' notice for cancellations. Two missed examination appointments will result in deregistration from the practice, and this will not be communicated in writing, as it is the patient's responsibility to attend appointments.

NHS Treatment Appointments

In cases of missed treatment appointments, we will make efforts to contact the patient to discuss the situation. Repeated missed appointments or cancellations may result in the termination of treatment, at the discretion of the healthcare provider. If treatment is discontinued, any further treatment will incur an additional fee. If a patient continues to miss appointments, we may ask them to seek care at another practice.

2-Year Rule

If a patient does not attend a check-up within a 2-year period, we will proceed with the withdrawal of NHS services. We send recall reminders via email or letter, but it remains the patient's responsibility to attend at least once every 2 years. Patients are encouraged to notify us of any changes in their contact details or circumstances that might affect their ability to attend. This policy does not impact your ability to seek NHS care at another dental practice.

Data Protection and Confidentiality

We take data protection seriously and ensure all personal information is handled in compliance with the relevant laws. Personal data for de-registered patients will be securely stored for the required retention period and then deleted according to our data retention policy.

Policy Review Statement

All practice policies are reviewed on an annual basis to ensure they remain accurate, relevant, and compliant with current regulations and best practice guidelines. Amendments will be made as necessary to reflect changes in legislation, clinical standards, or operational needs.