

PATIENT COMMITMENT STATEMENT.

At Whiteley Dental Practice we are committed to providing the highest possible standard of care for our patients. An important part of fulfilling this commitment is ensuring that we work in partnership with you. This helps us understand you and tend to your specific needs. Below, we describe some of our responsibilities to you and your part in your care.

OUR RESPONSIBILITIES TO YOU

We will always attempt to fulfil your requirements for a 'beautiful smile' in conjunction with healthy teeth and gums. Reassured that if anything is beyond the skills of the practice, a referral to an appropriate specialist will be made at the earliest opportunity.

We will :

- provide a fully itemised estimate prior to commencement of treatment
- Maintain Full patient confidentiality
- Follow the latest cross-infection guidelines
- Keep up to date with the latest techniques and use the best dental materials available

YOUR RESPONSIBILITIES

Maintenance

To carry out to the best of your ability the advice and instruction given by the practice to achieve and maintain good oral health and hygiene.

Appointments:

Please arrive in good time for your appointments. However, if you have to cancel your appt please give as much notice as possible. Ideally 24 hours as this gives us an opportunity to offer it to another patient. We do reserve the right to make a small charge for appts not kept or cancelled with insufficient notice.

Payments

We provide a range of ways to pay for your dental care and we accept payment in cash or by cheque, credit and debit card or by instalments. All we ask is that payment is made promptly when requested, which is usually at the end of each appointment. This payment may also include a deposit towards your next appointment. Experience has shown that this limits the amount of missed appointments and wasted surgery time.

We also offer dental care under Denplan where regular monthly payments from your bank account covers the cost of your treatment. Denplan payments start at under £10.

Interest free loans are available for treatment exceeding £250
Please ask and we will be pleased to provide further information.

Recommendations

If you are happy with the service we provide then please recommend us to a friend or colleague. A £5 voucher could be yours!