



## SENATOBIA DENTAL CARE

### **Terms and Conditions**

We are always pleased to assist our patients whenever we can. This document gives details of our terms and conditions of service. If, however, you have any queries or need clarification, please contact us and a member of staff will be happy to help you.

Please be aware that any information provided through any part of our website (examples: blog, news, main site, live chat, phone, email, ...) is for fun & entertainment purposes only and does not constitute professional advice. No professional advice can be given without a clinical consultation with a dentist. For professional dental advice we strongly recommend that you see a dentist for full consultation.

### **Treatment plans and Estimates**

Once your treatment plan has been created, we will provide printed details of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss changes with you. Treatment plans and fees are valid for 90 days from the date the treatment was prescribed. If there are any points on your treatment plan that are confusing, please do not hesitate to ask us before we schedule any appointments or future treatment.

### **Consent forms**

Certain treatments require completion of a written consent form. These forms explain the treatment, aftercare and any risk to you thoroughly, before any of these treatments are carried out. Consent for any treatment can be withdrawn at any point by the patient or dental professional.

### **Fees**

Fees for treatment are due on the day the treatment is provided. We expect fees to be settled at the appointment when treatment is provided. If treatment incurs a laboratory fee, the patient's portion expected outside of insurance must be paid prior to delivery. Some procedures will require a deposit to cover lab fees, in advance. Fees for certain treatments like dental implants, traditional or invisible braces, and some other more intensive or staged treatments are either taken wholly in advance or in measured, pre-arranged payments.

In cases where treatment is paid for on finance through a third-party financier, please be aware that the finance agreement must be accepted and signed prior to the commencement of any treatment.

Please note that financing is only available in certain circumstances, and that a minimum deposit may also be required.

If you have financed any of the costs of your treatment through the finance company, and wish to cancel your treatment after signing the agreement forms, please be aware that a cancellation fee of 20% of the total finance amount will be charged. In some circumstances, we reserve the right to request payment in advance for certain treatments.

Senatobia Dental Care reserves the right to charge time based deposits for booking future appointments. Deposits are deductible off the cost of treatment. Please note a deposit and a missed appointment fee to continue being seen are mutually exclusive.

**Payment methods accepted are:**

Cash

Debit/Credit Card

Check (immediate debit of account)

Please note that unpaid accounts are routinely referred to a Debt Collection Agency or the Justice Court, and we reserve the right to recover all costs incurred in doing so.

We reserve the right to ask for payment in full before beginning any treatment plan.

We reserve the right to make alternative charges based on surgery and clinician time if planned treatment cannot be completed in the allocated time.

**Late cancellation or missed appointments:**

Cancellations and Failed Appointments: We require a minimum of 24 business hours notice for cancellation of any arranged appointment. When we schedule an appointment for a patient, we are booking the surgery time on our schedule for that patient's treatment. Failure to give the appropriate notice of cancellation will result in a Failed Appointment Fee being charged. This fee is proportionate to the length of the appointment failed and is to cover the cost of the surgery time wasted.

Failed Appointment fees must be settled before any other appointment is offered. Please note that we cannot accept notice of cancellation by e-mail, text message, or phone message, as these are indirect communication.

For missed appointments or short notice cancellations, we reserve the right to take a minimum of \$50 deposit to book further appointments. This deposit is NOT REFUNDABLE. Please note: it is also down to the principals' discretion if further appointments can be booked for any late cancellations or missed appointments. Dismissal is another possible consequence of more than one cancellation.

**Late for appointments:**

We understand that some patients travel long distances to get to the clinic, and in some cases being late for appointments can be unavoidable. If you are running more than 10 minutes behind, please be aware that you may be asked to reschedule your appointment.

**Personal Details:**

It is very important that you give a full medical history and details of any medication you take. Should these change in any way, it is very important for you to tell our team. It is the patient's responsibility to inform the clinic of any changes in either personal details and/or medical history.

**Use of Images and X-rays:**

Senatobia Dental Care may use images and x-rays of your smile and teeth only, for marketing and educational purposes on the Senatobia Dental Care website, and on promotional and educational literature. Your name will never be published, and identity will never be disclosed. However, if you DO NOT wish for us to use your images and x-rays in this way, please let us know.

**Use of Patient Contact Details:**

At Senatobia Dental Care the health of our patients is our highest priority, and we also like to keep our patients informed of various important changes at the clinic and of our latest special offers. We like to remind our patients of their appointments, when they are due for appointments, when insurance may be cycling, and other various important reminders. On this note, you may be periodically contacted by the clinic via phone, text, email or by letter. If you DO NOT wish to be contacted by the clinic by any or all of these means, please let us know.

**Complaints policy:**

At Senatobia Dental Care we always take complaints about any aspects of our services very seriously, in order to ensure that every patient has only the very best experience at all times.

Complaints can be made in person, in writing, or via email, by the patient or by an authorized person on the patient's behalf. Please make all complaints to our front desk administrators, so that they can be dealt with efficiently. Every complaint will receive immediate written/email acknowledgment, and our team will strive to resolve the complaint within a quick, reasonable period of time (usually about 2 weeks).

**No tolerance/Abuse policy**

We maintain a zero-tolerance policy regarding abuse to our Dentists or staff, loud/disorderly/drunken behavior, persistent missing and late cancellation of appointments. In these situations, Senatobia Dental Care reserves the right to refuse treatment and admission. We reject all harassment: verbal, physical or sexual. We reserve the right to reject any patient engaging in threatening or unwelcome behavior.

**Promotions**

Senatobia Dental Care occasionally runs special offers and promotions on treatments. These are subject to availability of appointments and suitability of the treatment for the patient. We do not perform any aesthetic treatment on teeth in active decay.

**Data Protection and Encryption:**

We store all patient personal details on a secure computer system in accordance with HIPAA and data protection standards. We strictly protect your private health information (PHI), including all health history data, clinical notes, digital radiographs, digital photographs, treatment planning, etc. Your records are yours; we are simply the stewards of them. Copies of notes, radiographs and photographs are available with your written request; we also send them to other providers or individuals with a waiver release form signed by the patient. Most can be sent electronically. We reserve the right to charge an administration fee to provide paper copies of records to any person; the cost for these is \$6.50 per occurrence. Thank you for your understanding.