



## Patient Charges and Collection procedures

**At the Broadway Dental Surgery it is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken.**

### *Fees*

A list giving NHS charges for the most common treatments is displayed at reception and in each of the dental surgeries. A list of private fees is displayed in the waiting room and on our practice website.

Before commitment to a course of treatment all our patients will be given a written estimate and treatment plan will be provided.

All patients are advised of any revision during the progress of treatment.

### *Payment methods*

You may pay for your dental care by cheque, cash, or credit/debit card. Staff are given training in NHS payment regulations, advice and support will be given to patients who may get help with NHS costs.

### *Failure to pay*

Patients must take the final responsibility for payment of services. Patients should not enter into courses of treatment if they are not able to pay for them. Failure to pay for dental treatment will mean that further treatment at the practice will be stopped until the debt is repaid in full. Legal action may be taken against the patients who do not pay for their dental treatment.

## Collection of fees

### *Single Visit*

On a single visit course of treatment every effort should be made to recover the charges at that time. The patient will be made aware of the charge, but if unable to pay a bill should be given.



### *Lengthy course of treatment*

It is important that patients have an accurate indication of the final cost and an opportunity to start paying from the beginning. A treatment plan and cost estimate will be provided before the treatment begins, with alterations made if the treatment plan alters.

### *Clearing outstanding accounts*

Any outstanding balance should be collected at the last visit at the end of a course of treatment and patients presented with a bill.

Patients who do not settle their accounts after the completion of treatment will not be allowed to book a further appointment until the debt is cleared.

Patients who do not pay at completion of treatment are given an account, which is placed in the debt folder at the reception desk.

The debt folder should be reviewed weekly and when an account extends beyond two weeks an account letter sent requesting payment.

Two further letters threatening further action will encourage the patient to contact the practice if they are experiencing difficulties with payment to arrange a payment programme.

Before the third debt letter is sent the reception team must telephone the patient and inform the Practice Manager.

### *Exclusion of patient*

If payment is still not made, then it is the decision of the Principle to determine if pursuit of the debt is economically viable. The Practice Manager will write to the patient and exclude them from obtaining further treatment at the practice.

AW Gemmell  
Principle