

## Patient Payment Policy

The practice is committed to providing a high standard of treatment and service to its patients. To achieve this goal it is important that treatment fees are collected efficiently.

All patients are provided with a treatment plan and estimate before the treatment commences which has details of the payment terms and the fees payable for treatment.

To avoid unnecessary costs or inefficiency, the full balance is to be collected before each treatment plan commences and all appointments required booked.

We take payment and all appointments or series of appointments for the treatment to be completed are booked in advance. If for any reason the patient wishes to stop treatment, any amount of funds in credit reflecting the outstanding treatment will be refunded.

If there are fees outstanding after the last visit, the practice will write to or telephone the patient to request payment. Reasonable steps will be taken to collect outstanding fees before a third party agent is instructed or legal action is initiated.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.

**PLEASE BE ADVISED THAT IF A TREATMENT APPOINTMENT IS MISSED OR CANCELLED WITH LESS THAN 24 HOURS NOTICE A £140 MISSED APPOINTMENT FEE WILL BE CHARGED**

The detailed procedure for collecting fees is in Patient Accounts and Debt Management (M 212).

