



Precious Smile Dental Care, 126 Ashurst Road, North Finchley, London, N12 9AB, 02084460550, info@mobile-dentist.co.uk,

TERMS AND CONDITIONS

1. Precious Smile Dental Care is registered as a legal requirement Under the Health and Social Care Act 2008 with the Care Quality Commission to carry out Regulated dental activities.

2. OUR PROMISES

- We will do everything we can to help you feel relaxed
- We will always try our best to see you on time. However, we will inform you if we are running late. This is usually due to an emergency, so please bear with us.
- We will explain all treatment procedures and options in advance and provide written treatment plan which includes the cost.
- We will discuss alternatives and recommend the best options, but the final decision is yours

- We will ensure that you will always have access to advice and treatment in an emergency.
- We will always endeavor do our very best for you.
- We will always strive to improve so that we can continue to provide the best service for you.
- We aim to always provide an excellent service in a safe environment

3. PERSONAL DETAILS

- It is important that you provide a full and accurate medical history with details of any medications that you may be taking. It is also a requirement that we have your correct contact details on the system.
- For patient's who do not have capacity, this will be requested from their power of attorney or from the nursing homes where they reside.
- Should these change, it is very important for you to tell your dentist and the reception team.
- Whilst we will ask and try to keep all information updated on each visit, it is the patient's responsibility to inform the clinic of any changes in either personal details and/or their medical history.
- All records are kept in accordance with strict Data Protection guidelines.

4. DENTURES.

There are different types of dentures. This will be discussed with you so that the one that best suits you will be made for you.

With regards to acrylic dentures, you will be given options to choose from. Please feel free to discuss options with your dentist.

Provision of your dentures will normally take about 5 visits, This can sometimes take longer depending on patient cooperation in which appointments have to be broken into smaller, simple, multiple sessions.

Visit 1: Assessment and 1st Impressions

Visit 2: Bite Registration / Special trays / Shade Taking

Visit 3: Replica Try- in session

Visit 4 : Final Fit

Visit 5: Review / Adjustment

5.PAYMENT AND CHARGES

There is a consultation fee. You will be advised of this at the time of enquiry or registration.

There is also a visit fee / service charge per visit.

A **deposit** will be required to start treatment, a minimum of 50% for new dentures or 50% minimum on the treatment to be carried out. Staged payments may be required depending on the clinician's treatment plan for you.

The balance payment will be required at least a day before the final fit. Failure to do this may delay the fit.

All treatments are designed around what you would like to achieve and are **custom made** and personally designed for you.

In situations when some people decide not to go ahead with treatment after paying the deposit or when a patient passes when the

dentures are yet to be completed, refunds or additional payment will be required depending on the stage of the denture. The following breakdown (in percentage of the full cost shown on the treatment plan) will be used to process this. Please see below.

STAGE 1----15% ----1ST IMPRESSIONS

STAGE 2----40 %---LAB, CAST, BITE BLOCKS, SPECIAL TRAYS

STAGE 3----30%----LAB SET UP FOR TRY IN

STAGE 4---15%-----FINISHED DENTURE IN ACRYLIC

Laboratory works of uncompleted dentures are kept for 12 months so you can continue with your treatment within the next 12 months or request for it. This must always be made in writing.

6. We would like you to be aware of the following regarding dentures

- Dentures are removable mechanical substitutes for missing living tissues and as such will exhibit movement when chewing food, talking and when the tongue and muscles of the mouth move. This improves with time as you get used to the denture. New dentures will be much more stable than your existing ones.
- The new dentures will feel sore quite soon after fitting. This is normal for new denture, even when they are made to the best technical standards. This is why review appointments are necessary to adjust them. With patients with flat ridges, a few reviews may be necessary.

- After the 2nd review / adjustment, any further visit fee will be charged.
- For acrylic denture, this will extend further back in the mouth compared to your current denture. The extra extension is important in order to produce good suction (peripheral seal). We are confident that you will accommodate to this but you should be aware of the change prior to commencement of treatment.
- Some patients experience speech changes following the fitting of new dentures. In most cases with the passage of time they are able to accommodate to this.
- Learning to chew satisfactorily with new dentures usually requires at least 6-8 weeks, and sometimes up to 6 months, particularly in complex dental situations and in cases with flat ridges. New memory patterns (neuromuscular control) must be established in order for the muscles of the tongue, cheeks and lips to keep the dentures in position.
- Initially the dentures may cause you to produce more saliva than normal. This reduces over time.
- Occasionally some of our patients require denture fixative in order to keep the dentures more secure and prevent food from finding its way underneath. This is quite an uncommon occurrence for but is sometimes needed.
- Careful handling and cleaning of the dentures is required, because they can break if dropped on to a hard surface. You will be provided with information about how to look after your dentures.

- It is important that the new dentures we provide will fit and feel better. Our dentists are very experienced and will make it to the best possible standard using all their skills and knowledge, giving you the best possible chance of being able to wear it comfortably. We are, however, reliant on your adaptation to the denture and it will require considerable practice and effort on your behalf to make it work. A similar analogy is learning how to use chopsticks instead of a knife and fork. In the event the new lower denture is unsatisfactory for you, we will need to consider a more complex option to support the denture – i.e. dental implants. If after the above treatment you feel that you need a more stable or comfortable lower denture we can consider placement of 2 dental implants, which will stabilise the denture. This is dependent upon enough bone being present for placing the implants. A CT scan would be required to assess this. The additional fee for two dental implants securing the lower denture would need to be discussed.

Patients regularly ask how long their dentures will survive. Unfortunately, it is impossible to predict this accurately. As dentistry is not an exact science it is not possible to guarantee how long dental work will last. It is very important however that you understand that we fabricate our work to the best possible standard we possibly can, using the highest quality materials along with our many years of training, experience and expertise. However, as with all things involving moving parts, things wear out, break, snap, crack etc. and will fail eventually. In addition, the mouth is a unique, dynamic environment in constant use. Due to variations in human biology, some people are heavier on their teeth than others which can lead to aspects of their dental work wearing, chipping or coming loose sooner than for those who are less heavy on their teeth.

7. Warranty

We give a warranty for 1 year once active treatment has finished beginning on the date your final denture is delivered to you.

Dentures are built from a robust and resilient material, which shouldn't break easily.

We will repair any breaks or damages that might occur as a result of our work — free of charge.

However, the warranty does not cover any defect arising from accidents or incorrect handling of dentures like using hot water or leaving it to dry out causing warping.

Broken dentures will be assessed and tested in the lab to ascertain the possible cause.

Patients with any natural teeth must keep up with the prescribed recall (exam) appointments to allow us to properly monitor your mouth. Broken and decayed teeth will affect the fitting of partial dentures and the warranty will not cover such cases.

Cases of weight loss or gain which affects the proper fitting of dentures will also not be covered.

Cases where the dentures no longer fits as a result of not being used for an extended period of time because of teeth movement will also not be covered by the warranty.

Cases where a third party has altered the denture will not be covered by the warranty.

Fillings are guaranteed for a year and will be replaced free of charge. However, for home visits, a visit fee may apply.

8. Use of Images & X-rays

Precious Smile Dental Care may use images and x-rays of your smile and teeth only for educational purposes, for our website, promotional and

educational literature. Your name will never be published and your identity will never be disclosed.

We ensure we receive permission prior to using any media, however if you do not wish for us to use your images and x-rays in this way please inform us.

9. Data Protection Act

All patient details are stored on a secure computer system in accordance with the Data Protection Act.

All clinical notes, radiographs (x-rays), photographs are the property of Precious Smile Dental Care.

Copies of notes, radiographs (x-rays) and 3D Scans (CBCT) can be made available on written request and we reserve the right to charge an administration fee for these.

All staff undergo Data Protection training and understand the importance of information handling.

10. Contact

We like to keep you updated about pending appointments so we will send reminders, via calls, emails, SMS (text message) or post. If you would prefer that we did not contact you by any one or other reminder system please ensure you inform reception during your next visit. We do this to minimize your late cancellations and failure to attend, which has a direct impact on the use of our service and on-going registration.

Rest assured we do not use your details for anything else and will not pass on your information to third parties.

11. Feedback & Complaints

At The Precious Smile Dental Care, our aim is to ensure all of our patients are happy with their experience with us, and we welcome feedback to improve our services.

Any service complaint is always taken seriously as we want to ensure that every patient has a great experience with us.

Feedback or complaints can be sent to us via our reception teams or via email.

Every complaint will receive acknowledgment within 5 working days, and the management will strive to resolve the complaint within a quick, reasonable period of time (usually about 2 weeks).

For our full complaints policy, please see our website or ask a member of our reception team.

12. Applicable law

These terms and conditions, its subject matter, its formation and the contents are governed by English law whose Courts shall have exclusive jurisdiction.

13. Contact us

To contact us, please

e-mail: info@mobile-dentist.co.uk

Telephone: 02084460550