

Treatment Policy

Here at Meads Village Dental Practice we strive to provide the highest quality care and treatment for our patient. This policy provides further details to our terms and conditions of our treatment services. If you have any further questions regarding the information in this policy, please call the practice on 01323 723757 or email us on reception@meadsdental.com.

Please be aware that any information provided through our website is provided for interest purposes only and does not replace personal professional advice. Personal professional advice cannot be given without a clinical examination with the dentist. Therefore should you wish to seek professional advice, we strongly recommend that you book an appointment with the dentist.

Treatment planning

All treatment plans will be generated after a thorough examination/assessment by the dentist and will be strictly tailored to each patient's individual needs. All treatment options will be discussed in full and any questions answered at the time of treatment planning.

Once your treatment plan has been agreed with the dentist, or hygiene therapist, we will provide you with a detailed print out of the treatment plan and associated costs. You will be asked to read through and sign the plan at the desk where we will take a copy for our records and then return the original document to you. Signing of a treatment plan confirms that you have been clearly explained all of the information regarding the treatment you are going to undertake and the associated costs.

Should your treatment plan change at any point during the course of treatment, the dentist will discuss this with you before proceeding with any further treatment and a new treatment plan will be generated for you to sign. If at any point you would like to discuss any part of your treatment plan, we advise that you do this before that part of your treatment is started.

Certain treatments may require you to sign an additional consent form before proceeding. As per the treatment plan, signing this form confirms that you have been advised of all risks associated with the treatment in question and you give consent for the dentist to carry out the treatment outlined.

Patients are always given the option to refuse treatment should they wish and are fully informed of any risks associated with doing so. Like-wise, patients are given full control over which treatment option they would like to go ahead with, so long as they are fully informed of the risks associated. We will however, guide you on the most suitable option for your personal health and allow you to make an informed decision.

Upon leaving the practice for the final visit in your course of treatment, you are accepting the treatment results and any further replacement will incur the full treatment fee.

Fees

Meads Village Dental Practice is a purely private dental practice, therefore we cannot provide any care under the NHS and all fees associated with treatment is based on the practice's over-heads, material costs and level of expertise of the staff.

Some treatments may require you to pre-pay a certain amount of the treatment cost up-front to cover overheads; For example, treatment that requires the use of an external laboratory to fabricate an appliance (crowns, dentures, veneers, overlays etc).

All associated fees must be paid for IN FULL at the last appointment in the series for the treatment plan. Should you be unable to pay all of the associated fees, we will not be able to complete your treatment until you do.

Meads Village Dental Practice accepts payment in form of cash, credit or debit card, online payment through our portal and contactless payments. We do not, however, accept cheques.

For patients registered under the 'Meads Dental Plan' or 'Denplan', you should consult the terms and conditions of your plans for further information on fees, discounts and allowances.

Treatment guarantees

At Meads Village Dental Practice we provide a standard guarantee of 2 years for all treatment provided so long as the dentists advise and recommendation is followed. This guarantee will not cover the loss or damage of work carried out that is a direct result of poor oral hygiene, an accident or tooth grinding (bruxism).

Should your dental treatment fail within the first 2 years of placement, you will be given a free replacement or repair. Should the treatment fail for a second time within two years, you will be given the option to use the money already paid towards the next recommended treatment option.

(For example, should you have a filling placed on the dentist's recommendation which fails once, you will have this filling replaced free of charge. Should this filling fail again within two years and the dentist suggests a crown instead, the money that you have paid for the filling will be deducted from the cost of the crown.)

No guarantee will be given for treatment carried out against the dentist's best recommendation, if the aftercare advise given by the dentist is not followed or if it is caused by another clinician.

Some treatments may have a longer guarantee than 2 years; the dentist will discuss this with you at the time of treatment planning.

The guarantee provided is not a measure of treatment success or the longevity of the treatment provided.

Consultations

As outlined above, no treatment will be carried out at the practice without a prior consultation and assessment. This will be charged as a single fee for the appointment itself and will not be deducted from the treatment being carried out as per the generated treatment plan.

Should you require a consultation appointment directly associated with the tooth/teeth that are being worked on at the time, a consultation fee may not be charged. Should you attend for a consultation where the tooth/teeth in question are not related to the treatment plan or the issue is unrelated to the treatment provided, a consultation fee will be charged.

For repeating consultations for the same tooth, the clinician may override the charge at their discretion.

Meads Village Dental Practice does not take responsibility for any additional fees incurred by the patient for treatment carried out outside of the practice at any point in time.