



TERMS & CONDITIONS OF SERVICE

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Terms and Conditions of Service

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 the team will be happy to help you.

Please be aware that any information provided through any part of our website or social media (e.g. forum, blog, news, main site, live chat, phone, email, etc.) does not constitute professional advice. No professional advice can be given without a clinical consultation with a dental professional. For professional dental advice we strongly recommend that you see a dentist or dental hygienist for consultation.

IQ Dental and Implant Centre does not have a contract with an NHS Primary Care Trust and all treatments are provided on a private basis only.

Treatment Planning

Once your treatment plan has been agreed with the Dentist, we will provide printed details of your plan, you should expect to receive this either on the day for simple treatments or where treatment needs are more complex within one week of your appointment. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you. Treatment plans are valid for 90 days from the date the treatment was prescribed. If there are any points on your treatment plan that you wish to query, please contact us for clarification before the appointments for actual treatments are made.

Consent Forms

Certain treatments require completion of a written consent form. This is in order to explain the treatment, aftercare and any risk to you thoroughly, before any of these treatments are carried out. These treatments include but are not limited to whitening procedures, root canal therapy, oral surgery, complex restorative treatment, implant surgery, orthodontic therapy, periodontal therapy and sedation.

Fees

IQ Dental and Implant Centre does not operate a credit account system and we require fees to be settled at the appointment where treatment is provided or for payment to be arranged through one of our payment options.

Where treatment incurs a laboratory fee, at least 50% of the total fee is due at the appointment where impressions are taken.

In cases where treatment is paid for on finance through a finance company, please be aware that the finance agreement must be accepted and signed prior to the start of that treatment. Please note that finance is only available on treatments over £2,000, and does not include Emergency Dental Treatment, 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 up to 15% of the total finance amount may be charged.

IQ Dental and Implant Centre does not accept any payments by cheque.

Fees for treatment where intravenous sedation is included, must be settled prior to the appointment to avoid financial transactions, or signatures being required, whilst a client is still under the influence of the sedative.

IQ Dental and Implant Centre reserves the right to charge time based deposits for booking future appointments. Deposits are deductible off the cost of treatment.

IQ Dental and Implant Clinic reserves the right to make a charge for any debt passed to a debt collection agency.

All the fees applied for any form of dental treatment at the clinic are based on; the materials used, laboratory costs incurred (if applicable), and the clinical time spent. The fees are however, demonstrated as treatments prescribed on the treatment plan for your information.

Late cancellation or missed appointments

IQ Dental and Implant Clinic reserves the right to charge up to £100 per hour, in the event of a missed appointment or an appointment cancelled with less than 24 hours' notice. For appointments longer than 1 hour, we require at least 72 hours' notice. Persistent cancellations and missed appointments will result in either a deregistration or having to pay a non-refundable appointment fee.

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 more than 15 minutes, please be aware that you may be asked to reschedule your appointment.

Guarantee

At IQ Dental and Implant Centre our Ceramic Veneers, Ceramic crowns and Implant crowns are guaranteed for a period of 5 years following placement, provided that the following conditions are met:

1. The patient has fully paid for the treatment and does not owe the practice any money for the treatment received;
2. The Veneers, Crowns, and Implant crowns have not been damaged as a result of an accident, trauma or excessive grinding;
3. The patient has followed all post treatment maintenance and hygiene recommendations made by our dentists; and
4. The patient has attended and had routine examinations every 6 months.

Some treatments may have a guarantee of less than 1 year, and in this case, you will be informed by your Dentist either verbally or in writing, or both.

Temporary restorations have no guarantee and need to be replaced by permanent restorations.

No guarantee, warranty, or assurance can be given that any proposed treatment will be successful or to the patient's complete satisfaction. Due to individual patient differences there exists a risk of failure, relapse, selective re-treatment, or worsening of a present condition despite the best of care.

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 your Dentist. It is the patient's responsibility to inform the clinic of any changes in either personal details and/or their medical history.

Use of Images and X-rays

IQ Dental and Implant Centre may use images and x-rays of your smile and teeth only, for marketing and educational purposes on the IQ Dental and Implant Centre website, and on promotional and educational literature. Your name will never be published, and identity will not 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 IQ Dental and Implant Centre, 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, and other various important reminders. On this note, you may be periodically contacted by the clinic via phone, text, email or by letter in the post. If you DO NOT wish to be contacted by the clinic by any or all of these means, please let us know.

Complaint's Policy

At IQ Dental and Implant Centre 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 writing or via email, by the patient or by an authorized person on the patient's behalf. Complaints should be made to the 'IQ Dental and Implant Centre Practice Owner, and should be clear, so that they can be dealt with efficiently.

Every complaint will receive written/email acknowledgment (usually within 2 days) and the Management will strive to resolve the complaint within a quick, reasonable period of time (usually within 10 working days). For our full complaints procedure and policy, please ask a member of our reception team.

If a complaint is about any aspect of clinical care or associated charges, it will normally be acknowledged by the Management team and then referred to the treating Dentist. Please note that in these cases, IQ Dental and Implant Centre accepts no liability on behalf of the treating Dentist and acts as a liaison between the patient and the treating Dentist, only.

If you are unsatisfied with our internal handling of your complaint, you are free to forward your complaint to the Dental Complaints Service (<https://dcs.gdc-uk.org/>). If still unsatisfied, you may wish to forward your complaint to the General Dental Council (GDC) (www.gdc-uk.org).

No tolerance/Abuse policy

At IQ Dental and Implant Centre we operate a zero tolerance policy to abuse to our Dentists and staff, loud/disorderly/drunken behaviour, persistent missing and late cancellation of appointments (after multiple warnings). In these situations, we reserve the right to refuse treatment and admission.

Data Protection Act

We store all patient personal details on a secure computer system in accordance with the Data Protection Act. All clinical notes, digital radiographs, digital photographs etc. remain the property of IQ Dental and Implant Centre. Copies of notes, radiographs and photographs can be made available on request, and IQ Dental and Implant Centre reserves the right to charge an administration fee for these.