



## **Terms and Conditions**

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 staff will be happy to help you.

Smile4Life does not have a contract with a NHS Primary Care Trust and all treatments are provided on a private basis only.

## **Treatment estimates**

Once your treatment plan has been agreed with the doctor or dentist, we will provide printed details of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you.

## **Consent forms**

All treatments require completion of a consent form. We will explain the treatment, aftercare and any risk to you thoroughly and ask that you sign the consent form prior to any treatment being carried out.

## **Fees**

We require fees to be settled at the appointment where treatment is provided. We accept credit and debit cards.

We do not accept any payments by cheque.

## **Emergency appointments**

Should you need to see a dentist urgently, please contact us as early as possible. Our phones are answered from 9.00 AM until 7.00 PM Monday to Saturday and 10.00 AM until 6.00 PM on Sunday and we will respond to messages left on our answerphone as soon as possible; please ensure contact details are clear.

## **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 important you tell the doctor or dentist and give current information. It is the patient's responsibility to inform the clinic of any changes in either personal details and/or their medical history.

## **Use of patient contact details:**



At Smile4Life 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. In accordance with the new law – General Data Protection Regulation (GDPR), we are required to obtain a consent from all our patients allowing us to periodically contact them via phone, text, email or by letter in the post. More details about this are provided in the Data Protection section.

## **Complaint's policy:**

At Smile4Life, 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 by filling out a simple complaint form available from reception, or via email through our online website contact form, by the patient or by an authorized person on the patient's behalf. Complaints should be made to the 'Smile4Life Clinic Management', and should be clear, so that they can be dealt with efficiently.

Every complaint will receive immediate written/email acknowledgment, and the Management will strive to resolve the complaint within a quick, reasonable period of time. 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 or Doctor. Please note that in these cases, we accept no liability on behalf of the treating Dentist/Doctors and act 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 ([www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)) If still unsatisfied, you may wish to forward your complaint to the General Dental Council.

Any non-dental complaint should be forwarded to General Medical Council (<http://www.gmc-uk.org/>)

## **No tolerance/Abuse policy**

At Smile4Life we operate a zero tolerance policy to abuse to our Doctors/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**

From 25th of May, 2018, in compliance with the General Data Protection Regulation (GDPR), each patient having an appointment at Smile4Life will be asked to consent to processing and storing their data, including the right of the clinic to contact the patient via



phone, SMS, e-mail (including sending newsletters) or by post. The patient has a right to object to us using their personal contact details. Please note that this, however, will result in:

- the clinic being unable to contact the patient to change, confirm or cancel appointment
- the doctor being unable to contact the patient to discuss the test results or answer patient's query
- the clinic being unable to send laboratory test results
- the clinic being unable to send newsletters to inform about our new services or exclusive offers
- the clinic being unable to send invoices for service received at the clinic
- the clinic being unable to send medical reports, medical documentation, treatment plans
- the patient being unable to book an appointment via our website

All information given to us will be kept confidential. No personal details will be passed on to third parties nor shared with companies / people outside of the company other than our subcontractors (if necessary) and doctors working on a self-employment basis.

Please note that we won't share patient's medical records with their NHS GP without their written consent.

We store all patient personal details on a computer system in accordance with the General Data Protection Regulation (GDPR). All clinical notes, radiographs, digital etc remain the property of Smile4Life and are kept purely for the maintenance of meeting the healthcare needs of the client and not marketing. Copies of notes, radiographs and photographs are available on request and we reserve the right to charge an administration fee for these.

Clients/patients have the right to be forgotten. If an individual makes a written request to be forgotten, we must remove all data from our databases, which processes are handled by our manager.

Please note that we will be unable to erase client medical records, which are required as evidence of our clinical practice.

Please note that we will be unable to erase client medical records, which are required as evidence of our clinical practice.

We will however, be able to delete individuals personal data from any email correspondence, booking and contact form data such as name, email, phone, DOB, contact message.

We comply with the following laws:



- The General Data Protection Regulation (GDPR)
- Regulation of Investigatory Powers Act 2000 (“RIPA”)
- Telecommunications (Lawful Business Practice)(Interception of Communications) Regulations 2000 ("LBP Regulations")
- The Employment Practices
- Human Rights Act 1998