

## **NEW PATIENT ACCEPTANCE POLICY**

### **Approval**

This policy has been approved by the undersigned and will be reviewed on an annual basis.

<b>Name</b>	<b>Michal Garbulinski</b>
<b>Date approved</b>	<b>06/01/2017</b>
<b>Review date</b>	<b>January 2018</b>

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Changes</b>
<b>1.0</b>	<b>04/01/2016</b>	<b>Michal Garbulinski</b>	
<b>2.0</b>	<b>06/01/2017</b>	<b>Michal Garbulinski</b>	
<b>3.0</b>	<b>09/01/2018</b>	<b>Grace Sheridan</b>	<b>Changes</b>

## **Accessing orthodontics**

Orthodontic treatment is sometimes available under the NHS, although private treatment is also available. The starting point for both types of orthodontic care is usually your dentist, who may refer you to an orthodontist. You may also be able to seek treatment directly yourself.

## **Orthodontics on the NHS**

Orthodontic treatment is only available under the NHS for patients under the age of 18. NHS orthodontic care is not usually available for adults, but may be approved on a case-by-case basis if needed for health reasons.

A rating system known as the Index of Orthodontic Treatment Need (IOTN) is used to assess your eligibility for NHS treatment. The British Orthodontic Society's website has more information about the different grades used for the IOTN. NHS treatment is available for grade 4 and grade 5 cases. Grade 3 cases are usually judged on an individual basis. Treatment may also be made available if the appearance of a person's teeth, jaw, or face is of concern.

## **Private treatment**

If you or your child don't qualify for NHS orthodontic treatment, or you don't want to wait for NHS treatment, you can pay for private treatment.

Private orthodontic treatment is available. The fee can range from £2,000 to £5,000, depending on the complexity of the treatment and the type of appliances used. A private orthodontist will give an estimate of the treatment cost after an initial assessment of the problem.

As mentioned previously if treatment is required we will give both options for NHS and private treatment and their comparative costs. Once we have a treatment plan for you we will give you a written copy. If any treatment proposals should need to change which in turn would change the cost we will discuss these prior to application of treatment. We also have a display of NHS charges and private price lists are available on request.

You have the right to be asked for a preference of dentist when you are first registering, also when a dentist leaves you will be informed and booked in with their replacement.

## **Failed Appointments**

The practice policy is that if you fail your first new patient examination three times you will automatically be referred back to your General Dentist

Practice opening hours are Monday, Tuesday, Thursday and Friday 9:00-13:00; 14:00-17:00; – Wednesday 9:00-13:00; 14:00-18:00.

When the practice is closed and you require urgent care please telephone 111 between 8:00 and 20:00.

Our facilities cater for:

- Access for wheelchair users
- Disabled toilet
- Interpreter services
- Same day emergencies
- Referral for specialist needs