

## **NELSON DENTAL CENTRE - INFORMATION FOR PATIENTS**

We are committed to providing you with excellent clinical care. All we ask in return is that you attend any appointments you have booked, act on the advice we give you and report any new symptoms to us promptly. If you have any questions about our terms and conditions please contact a member of Nelson Dental Centre who will be happy to help you.

### **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, please tell your Dentist. It is your responsibility to inform the clinic of any changes in either personal details and/or your medical history. It is a requirement your medical history be updated every two years.

### **OUR PROMISE OF SERVICE**

We will listen carefully to your concerns and perform diagnostic tests in order to compose a full range of appropriate treatment options for you.

### **TREATMENT ESTIMATES AND CONSENT**

We will present your treatment options to you in writing including the estimated fees involved. We will explain the risks and benefits so you can make an informed choice about your treatment and we can gain your consent. If new information comes to light during treatment and your treatment options change we will explain this to you.

### **PAYMENT METHODS**

Payment is due at the time of treatment. We accept payment by credit and debit cards, cash or cheque. Dental Benefits care is available to children up to the age of 18. For some larger items of treatment you may be asked to make an advanced payment. We reserve the right to charge administration and collection fees in the event of late payment or non-payment, but we will not do this without telling you in advance.

### **CANCELLATION OF APPOINTMENTS**

We request 24hrs notice for all cancellations. Short notice cancellations or failed appointments may incur a fee.

### **CONFIDENTIALITY**

We take patient confidentiality very seriously and all patient information is treated in the strictest confidence in accordance with our practice policy, a copy of which is available on request.

### **DATA PROTECTION**

We will only use your personal information to communicate with you about your care, with other medical professionals in your interests and with your consent, or to tell you about our services. We will not disclose any of your personal information to third parties not engaged in your care.

We store all patient personal details securely. All clinical notes and digital imagery remain the property of Nelson Dental Centre. Copies can be made available on request and we reserve the right to charge an administration fee for this.

### **PATIENTS WITH ADDITIONAL REQUIREMENTS**

We have facilities suitable for wheelchairs. We can arrange translation services or help for the deaf or hard of hearing, or those for whom English is a second language. If you have any special requirements please ask our team for assistance.

### **CULTURAL COMPETENCE**

The staff at Nelson Dental Centre understand that New Zealand has a culturally diverse population. As such we operate with a respect for and an understanding of the cultural beliefs, values, and practices of our patients.

### **COMMENTS ABOUT OUR SERVICE**

We hope that you are pleased with the service and treatment that you receive; if not, please let us know how we can remedy the matter and improve our service. Our complaints procedure is available from any member of our team.

### **PROCEDURES AND POLICIES**

If you would like any further information regarding any of our policies please contact our team, we will be pleased to help.