



Name Title

Date of birth day..... month.....year

Address

Postcode

Telephone daytime evening mob.

Email

Doctor's name

Doctor's address

Doctor's telephone

Previous Dentist

Please indicate if you are interested in the following types of dental treatment

- | | |
|--|---|
| <input type="checkbox"/> Crown or bridgework | <input type="checkbox"/> Improving gum health |
| <input type="checkbox"/> Seeing the dental hygienist | <input type="checkbox"/> Dentures |
| <input type="checkbox"/> Dental implants | <input type="checkbox"/> Fissure sealants |
| <input type="checkbox"/> Tooth Whitening | |

Other please specify

How did you hear about the practice?

Please tell the dentist if you have a disability that the practice should be aware of to ensure that our services are convenient to your needs.

Practice Standards

- A new patient should not have to wait more than two weeks for a first appointment
- The practice should have a cancellation policy that is given to patients at the outset
- The first appointment should be confirmed in writing within five days of the initial contact by way of a welcome letter. Private patients should be given the cost of the initial consultation.
A copy of the practice's patient information leaflet should be included together with an appointment card
- At the first appointment the dentist should take a medical history
- The initial consultation with the dentist should be of sufficient duration to allow a full clinical examination (unless this is undertaken at a follow up appointment and the patient is aware that this is the case).
This should not be less than fifteen minutes. Sufficient time should be available for dentists and patients to discuss their condition, treatment options and the cost of treatment and for questions to be asked and answered
- Private patients requiring treatment should be given a written estimate and treatment plan
- At the end of the first course of treatment, the patient and dentist should have a shared understanding about whether they will be sent a recall
- The patient should be made to feel welcome at all times.

Working Together

At Bite Dentistry we are committed to providing the highest possible standard of care for our patients. An important part of fulfilling this commitment is ensuring that we work in partnership with you. This helps us understand you and tend to your specific needs. Below, we describe some of our responsibilities to you and your part in your care.

Treatment plans

Your dentist can provide a full range of treatment for you including all general dentistry to secure your oral health and any cosmetic treatments you wish to have.

After a thorough clinical examination, your dentist will describe the treatment that he or she recommends, an estimate of its cost and any alternatives that are available. Any relevant risks will be discussed.

Where appropriate, the dentist will use photographs and other visual aids to help explain the treatment. Please do not hesitate to ask questions – we want to be sure that you fully understand and agree with the proposed treatment. The dentist can give you some information to take home, if you're unsure of any aspect of the treatment.

Most treatment is usually necessary to remove disease. To maintain oral health you need to follow the advice your dentist or hygienist may give you relating to your treatment. Home care plays a major role in preventing further problems and that in turn will help you keep an attractive smile, eat in full comfort and should minimise the need for future treatment. If you do not understand your part in your care, please ask for an explanation.

A written estimate and treatment plan will be provided for all dentistry requiring more than one visit.

Appointment times

We provide a range of appointment times for patients including early morning and late evenings on Tuesdays. Our dentists have very full appointment diaries so if you need to cancel your appointment, please give us as much notice as possible. Appointments that are cancelled with less than 48 hours' notice are customarily subject to a charge of £30. The fee will be more if a long appointment is not cancelled.

Preventive care

The basis of good oral health is preventing dental disease by, for example, appropriate oral hygiene measures, reducing the frequency of consumption of sugary foods and visiting the dentist when recommended. Your dentist and dental hygienist will give you lots of advice and support with caring for your teeth and gums.

Confidentiality

We take great care to ensure that our patient records are maintained in strict confidence. We have Confidentiality, Data Protection and Data Security policies. Should you wish to have further information, please let us know.

Paying for your dental care

We provide a range of ways to pay for your dental care and accept payment in cash, by cheque, credit and debit card or by instalments. We can also offer care under Bite dental plan where payment is made monthly (usually by direct debit). Please ask and we'll be pleased to provide further information.

Payment is usually made at the start of the treatment, or in stages at every appointment. However, we can agree in some cases, to accept payment in full at the end of the treatment. Where dental implants, crowns, veneers, bridges or dentures are to be provided, we ask for a deposit of at least 50 per cent in advance. We are able to offer 10 months interest free credit for large courses of treatment. This needs to be arranged in advance with your dentist. Please ask for details.

Repairs and replacements

Our dental treatment is provided to a very high standard but occasionally treatment may need to be replaced or repairs may need to be undertaken. Our practice policy is normally to provide repairs or replacements free of charge if the treatment fails within one year. Full or partial refunds may also be given. Please contact us immediately if you experience difficulty with any treatment that we have provided.

If you have any comments

We recognise that regular feedback helps us improve our services. So if you have any comments or complaints about the care or service you have received at the practice please contact our practice manager Sarah.