



Financial Policy for Brentfield Dental Centre

Welcome to Brentfield Dental Centre! Our financial policy has been carefully crafted to address any financial concerns you may have and to provide clarity on our payment expectations. We believe that clear communication is essential in ensuring a seamless and transparent financial experience for our valued patients.

This policy outlines the various aspects of our financial procedures, including accepted payment methods, insurance information, and your financial responsibilities. We appreciate your attention to this information, and we are here to assist you with any questions you may have. Our commitment is to make your experience with us not only exceptional in dental care but also straightforward and stress-free in matters related to payments. Thank you for choosing Brentfield Dental Centre for your dental needs.

Payment Methods:

At Brentfield Dental Centre, we offer flexible payment options to enhance your convenience. We accept payments in cash, credit/debit cards, and over-the-phone transactions. While we welcome various payment methods, our preferred and recommended option is cash. We believe this ensures a quick and efficient transaction process for both our patients and the clinic. However, we understand the diverse needs of our patients and, therefore, accept credit/debit cards and phone payments to accommodate your preferences. If you have any questions regarding our accepted payment methods, our team is readily available to assist you.

Financial Responsibilities:

At Brentfield Dental Centre, we aim to provide transparent information regarding your financial responsibilities to ensure a seamless experience. Patients are responsible for fulfilling any required payments associated with scheduled or completed appointments. This includes deductibles, or any out-of-pocket expenses determined by your specific treatment plan.

To maintain efficiency in our services, we kindly request that payment is made in advance or at the time of service. We understand that unforeseen circumstances may arise, impacting timely payments. In such cases, we encourage open communication. If, however, late payments occur without prior arrangement, the clinic reserves the right to apply late payment fees or interest charges, ensuring fair and consistent financial practices.

Your understanding and cooperation regarding these financial responsibilities contribute to a positive experience for all our patients. If you have any questions or concerns, please don't hesitate to reach out to our team.

Payment Plans:

Provide information on how patients can inquire about or set up a payment plan.



We believe in clear and straightforward financial arrangements to best serve our patients. Currently, the clinic does not offer formal payment plans or financing options. For patients with agreed-upon treatment plans, full payment is typically required.

To accommodate our patients' financial needs, we allow flexibility by splitting payments for certain procedures. If a patient expresses difficulty with full payment, a pre-agreed arrangement may involve paying half the amount before scheduling the appointment and the remaining balance after the appointment.

Patients seeking further guidance or clarification on financial arrangements are encouraged to discuss their concerns directly with their dentists. This approach aims to uphold fairness and equality in providing dental care services.

Should you have any questions or require additional information, feel free to reach out to our team.

Outstanding Balances:

Ensuring an equitable and streamlined financial environment, we emphasise clear communication regarding any outstanding balances. It is important to note that future appointments cannot be scheduled if there is an outstanding balance on the patient's account.

To ensure our patients are aware of any unpaid balances, we may send reminder text messages as a courtesy. These reminders serve as a proactive measure to facilitate clear communication and allow patients to address any pending financial matters promptly.

We appreciate your understanding and cooperation in settling any outstanding balances to maintain seamless and uninterrupted access to our dental services. If you have any questions or concerns regarding your account, please don't hesitate to contact our dedicated financial services team.

Confidentiality:

Your financial information is handled with the utmost confidentiality, aligning with the stringent privacy laws in the UK. We prioritise the secure and discreet management of your financial details, ensuring compliance with all applicable regulations to safeguard your privacy and trust.

Patient Queries:

For any billing or financial inquiries, please feel free to contact our reception office at 020 8451 7226. Our dedicated team is ready to assist you in addressing concerns, disputing charges, or providing clarification on any aspect of your bill. Your queries are important to us, and we are committed to ensuring clear communication and resolution for a positive experience.

Review and Modification:

The clinic reserves the right to periodically review and modify the financial policy to ensure its relevance and effectiveness. Any changes made will be communicated to patients through various channels, including in-person notifications, text messages, or updates on our clinic's website. We encourage patients to stay informed about our financial policies, and we appreciate your understanding and cooperation as we work to provide transparent and comprehensive financial guidelines.

Conclusion:

In conclusion, our financial policy is designed to provide clarity and transparency regarding payment expectations, ensuring a fair and efficient financial environment for both our clinic and patients. We appreciate your commitment to understanding and adhering to the outlined policies, which include accepted payment methods, financial responsibilities, and information on outstanding balances. Your cooperation allows us to maintain a streamlined and supportive financial process, contributing to the overall success of our dental care services.

Thank you for your understanding, and please feel free to reach out if you have any inquiries or require further clarification.