

## **Patient Payment Policy**

The practice is committed to providing a high standard of treatment and service to its patients. To achieve this goal it is important that treatment fees are collected efficiently.

All patients are provided with a treatment plan and estimate before the treatment commences which has details of the payment terms and the fees payable for treatment.

Please note that from the 1st September 2022, the practice has made the decision that any appointments booked after this date, patients will be asked kindly to pay a 50% booking fee. The remaining treatment fee is payable as the treatment progresses, with the full balance due on the day of the final appointment.

If there are fees outstanding after the last visit, the practice will write to or telephone the patient to request payment. Reasonable steps will be taken to collect outstanding fees before a third party agent is instructed or legal action is initiated.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.