



**Please read through all the information of the document, as it could affect your entitlement to use the voucher**

Dear Patient,

Thank you for expressing your interest in having Tooth Whitening done at our Award Winning Dental Practice. Please view all awards and practice details on

<http://www.tootingbecdental.co.uk>

Groupon has Implemented a new system, where they would show a link in their Voucher Terms and Conditions section to bring you to this document. You have been given this link from our practice, as Groupon may still be incorporating this into their advertisement. We apologise for any inconveniences caused if Groupon hasn't updated their system. If after reading this document you wish to get a refund, please contact Groupon and they would be happy to do the refund for you.

As you are aware there are ***new Clinical Guidelines that state that only Dental health professionals should be offering Tooth Whitening Procedures.*** This is because only a Dentists can diagnose, offer you treatment options and carry out any treatment if a patient requires dental treatment.

We thought it would be useful to share some information with you prior to us booking an Appointment for your Tooth Whitening Assessment and prior to you buying or using the voucher.

**We no longer offer a Single Visit Whitening Assessment and Whitening Treatment appointment, as we have found that this has been unpredictable, especially when it comes to us using previous dental records to confirm patients' oral health. We are aware that some clinics offer this service, but we would like to make sure that your mouth is healthy first before commencing with any Tooth Whitening Procedures.**

## Frequently Asked Questions

- a. **I have been to your practice before? Can I use the Groupon Voucher?** No. It is only for new patients, and to a maximum of one deal/voucher can be purchased per patient for new patients.
- b. **Can I buy one for someone else?** Yes
- c. **What do I need to do first after I buy my Voucher?**
  - Please send us a ***Copy of your most recent examination and x-rays.*** Please ask your dentist to ensure that your records state that your mouth is in a *Good State of Health and that no treatment is required.* Your records should confirm that you have no tooth decay and that you have healthy gums.

- *All x-rays must confirm that they are for you, and include the date of exposure. They must be clear images.*
- Please send us a **Copy of your Groupon Voucher**. It must have your voucher number and give us the details of the deal you purchased.

**d. Can I call the practice to check appointment availability before I buy the voucher or before I have given the practice all it requires from me?**

Please feel free to call the practice if you have any enquiry that is not on this from. The practice can tell you when the next available date is, but as appointments booking availability change constantly, we cannot guarantee that appointment would be available until you are booking in for any appointment once we receive all documents from you.

**e. What time am I required to arrive for the Appointment?** 15 minutes before your appointment time

**f. What is the Difference between *Arrival Time* and *Appointment Time*?**

You are required to be at the practice 15 minutes before your appointment time. This is the required Arrival time. We use this time as a reference for Late Arrival if you arrive late for any appointment.

The Appointment time is what time the dentist is expecting the procedure/treatment/session to commence.

**g. What if I arrive late or do not give at least 48 hours cancellation notice (from appointment time) to rebook or cancel any appointment, or if you fail to arrive for the appointment?**

You would lose your entitlement to your Voucher without exception

**h. What is regarded as a *Late arrival*?**

More than 10minutes later than the required Arrival Time

(Eg. If you have an appointment at 10h00)

- Your required Arrival Time is 09h45.
- If you arrive anything later than 10h10, it would mean that you are 25minutes late for your appointment and you would subsequently lose your Voucher entitlement and not be allowed to reschedule or receive any voucher entitlements.
- We are unable to carry out any procedures or part of any procedure in a shorter period of time than is required
- We are unable to delay our patients who are booked in after any late arriving patient.
- We cannot use part of an appointment to carry out other procedures

**i. I got caught up in traffic or delayed for other reasons?** It is the patient's responsibility to allow more than adequate time for travel to get before your arrival time, to allow you to make use of the Voucher Entitlement.

**j. I got called into work?** You would lose your Voucher entitlement

- k. My Child minder didn't arrive** You would lose your Voucher entitlement
- l. Can I bring my child to sit in the surgery while I have the Whitening done?** No. You would lose your Voucher entitlement if your child is brought to the sessions, as we under Risk Assessment for Children, it is not advised for them to be in Surgery or be left alone in the waiting room. Our staff are unable to accept this responsibility.
- m. What if I have any enquiries?** Please feel free to raise all enquiries during your Whitening Assessment visit.
- n. Can I email you or ask the receptionist if I have any Clinical enquiries?** Unfortunately, our receptionist only book appointments, and all clinical enquiries must be raised in person at a face to face consultation with our dentist. Under FGDP UK Clinical guidance, we are not allowed to give any advice by email or conversation out of the dental surgery.
- o. What if I feel that I do not want to book for an Examination with Tooting Bec Dental at a cost of £25 and I want to have it done with my own dentist?** We have had an increasing number of patients who opt for this to save on costs. We recognise that it can become quite frustrating for patients and our practice to have a back and forth approach, but we have found that many other practices do not use the extensive Criteria of Examination and Technology we use in our practice. This is leading to a large gap in the quality of outcome.
- Unfortunately, we would ask you to kindly obtain a full refund from Groupon as we would not be able to proceed with Tooth Whitening unless an examination is done with us, if this is recommended by our dentist at your Whitening Assessment Appointment.
- p. Can I use an expired Voucher?** No

## What is Included?

- 1. 15 minutes Whitening Assessment Appointment**
- We would request this appointment *to confirm whether you are suitable for Whitening or not (in the clinical opinion of our dentist)*, before booking you in for the actual Whitening to be carried out.
  - *No Whitening Treatment would begin in this visit.*
  - We use a Whitening Assessment Form (which our dentists would go through and discuss with you). We would then give you a copy of this along with the decision made by the dentist.
  - We appreciate that it is not ideal if you are unsuitable for the Whitening procedure, but *our dentists would not recommend or carry out Whitening if you are unsuitable.*
  - Common reasons for Whitening not being recommended by our dentist are (Presence of Caries, Stains, Calculus, Hygienist being required first, Sensitive teeth, Teeth are already very white, Patient is expecting the 2 Cycle Whitening to work equally as 4 Cycle Whitening and most often, the patient requires to have a new Dental Examination as the previous dentist findings/records are different to

what is seen at the assessment visit).

- A new examination (if recommended) would cost an additional £25. This is a special offer reduced fee for Groupon patients, as our normal fee is £50.

## **2. 45minutes In-Surgery Whitening Appointment (Not on the same day as the Whitening Assessment visit)**

### **Details of the 45minutes Whitening Session**

If you purchased the Air Polishing deal, then we would do a Gentle Air polishing of upper and lower front teeth only (not full mouth Air Polishing) to remove minor surface stains. If you require a Hygienist visit, the prophy clean in this deal would NOT suffice as it is not the same.

**Number of Cycles for In Surgery Whitening: 2**

**Name of Tooth Whitening Product:** Zoom Tooth Whitening

**Is the Take-Home kit included?** No. If it is opted for at the assessment visit, it would cost £99. Otherwise our full scale of fees would apply if this is opted for at a later date.

**Is it recommended to upgrade by deal?** Yes and generally 4 Cycles are recommended for In surgery whitening and the take home kit is recommended for ongoing results

**What is the cost of the Full 4 Cycle In-Surgery Whitening + Take Home Trays?** £399

**What if I want the 2 Cycles Deal + Take Home kit?** A Special Offer deal for In Surgery (2 Cycles) + Take Home Kit (with one gel) would cost £99 additionally.

## **General Information**

### **What You'll Get**

#### **Choose Between Two Options**

- £99 for Zoom teeth whitening and consultation (72% off)
- £129 for Zoom teeth whitening and consultation and air polish (69% off)

#### **What does this treatment involve?**

A solution is applied to teeth, before a plastic mouthpiece is inserted. Advanced Zoom LED light technology will then be directed at teeth, designed to reduce yellow staining and help return teeth to their earlier, natural colour.

#### **What happens at the session?**

A consultation determines the client's suitability, as well as possible recommendations for repeat sessions, before the whitening is performed. A sparkle and polish treatment is also carried out using an Airflow technique. Clients can also opt for an air polish treatment that aims to reduce staining and smooth teeth.

#### **Does the treatment lighten crowns?**

No, only natural teeth will be affected. Crowns, fillings and other dental work will remain the same colour, although some surface stains may be removed.

### **What does aftercare involve?**

Clients should not eat or drink dark, staining substances for 24 hours after the session. These include coffee, tea, red wine and coke; smoking should also be avoided.

### **What is excluded?**

All other Appointments, Treatments, Sessions, Services and Advice. Our normal scale of fees are applicable.

## **Step by Step Approach: Groupon Whitening Voucher**

**Thank you for taking the time to view our Groupon Voucher Deal.**

- ❖ We developed this document to assist patients get a better understanding of the entire process *(from the time before Voucher Purchase to the completion of receiving the entitlements of the voucher)*.
- ❖ *Please read through the entire Step by Step process, as missing any information may lead to your dissatisfaction and you may not be suitable for the Whitening Procedure.*
- ❖ *We are unable to make any decision about your suitability for Tooth Whitening, without our dentist carrying out a Whitening Assessment for you.*
- ❖ We have a Zero tolerance policy towards any form of Abuse or distress being placed on any of our Staff or Dentists.

### **Step 1 Read through the Terms and Conditions of the Voucher**

- ❖ *What is included and what is not?*
- ❖ *Appointment Policies, especially regarding the Late Arrival Policy and minimum 48 hours (from Appointment Time) Cancellation policy? We would not accept transport/traffic delays or personal reasons to allow rebooking or rescheduling. All voucher entitlements would be lost without exception.*
- ❖ *Are you aware that the dentist may advise you NOT to have the whitening done, as you may NOT be suitable for the procedure?*

❖ *You are required to have had a Full Mouth Dental Examination within the past 6 months with your dentist. We would need you to kindly obtain a copy of your last dental records from your dentist, and send this to us before making any Voucher purchase. Our dentist would then make a recommendation whether a further examination is required or not with us. Your dental records need to confirm that:*

- There is no caries or treatment required to stabilize Oral Health
- Your mouth is in a Good State of Oral Health
- Clear images of your most recent 2 Bitewing x-rays (patient details, date of birth and date of exposure and a report of the x-rays must be included)
- If x-rays were not done, it should confirm why they were not done.
- All clinically required treatment recommended by your dentist needs must be complete first, either by our dentists or your dentist before whitening treatment would be carried out.
- You should not have any gum disease, plaque or calculus build up and there should be no stains present. A BPE Score must be included in your records.
- If any of the above is not confirmed, or if at the time of Whitening Assessment any of the above is of concern, our dentist would recommend further examination and or treatment and or Hygienist sessions before any Whitening procedures are recommended.
- Alternately, if at the time of Whitening Assessment, our dentist finds the need for any treatment or further examination, then this would be required to be done before we can recommend Tooth Whitening to be carried out.

**Step 2** Please purchase the Voucher only once you have met all the requirements described above. Once you purchase the Voucher, it means that you have accepted the Terms and Conditions of the Voucher and all information above, without exception

**Step 3** E-mail a Copy of your Dental records (including x-ray images) and Groupon Voucher to us to [tbdp@btconnect.com](mailto:tbdp@btconnect.com)

Our receptionists are there only to book appointments, and are unable to give any clinical advice.

Our Dentists are able to give clinical advice during Examination Appointments at our normal scale of fees. We are unable to give any clinical advice by email or telephone conversation.

**Step 4** Our dentist would look at your clinical records and make a decision whether you require any further Examination (or Treatment) or whether you can be booked in for the 15mins Whitening Assessment Appointment

**Step 5** At your Whitening Assessment Appointment, our dentist would assess your suitability for Tooth Whitening. A full mouth examination is not included. We would use the clinical records from your dentist to confirm that your mouth is in a state of Good Oral Health. In an event that our dentist finds you are unsuitable for Tooth Whitening, then a full refund of the Voucher would be recommended, and all the reasons would be discussed with you. Our dentist would also tell you what should be done before / if whitening can be carried out for you. If an examination is recommended to be done, as the findings in your mouth are different to what we have viewed in your clinical records, then an Examination would be recommended to be done with one of our dentists at a cost of £25.

**Common findings that prevent our dentists from carrying out Tooth Whitening are for example (but not limited to):**

- Stains on the Surface of the Tooth
- Plaque
- Bleeding gums or gum disease
- Calculus
- Caries
- Sensitive Teeth
- Severe Gum Recession
- Stains Deep inside the tooth due to a Tooth having a history of Trauma or Root Canal Treatment
- Other reasons subject to clinical findings

**FOR OFFICIAL USE ONLY FOR DENTIST TO FILL IN BEFORE ANY BOOKING IS MADE**

- Records received from Patient or dentist
- Clear, Dated and Patient-specific X-rays received from Patient or dentist
- Patient has had a recent Dental Examination with patient's own dentist, and patient's dentist/records confirm no Caries presence, Healthy Gums, No stains and patient is in Good Oral Health.
- Groupon Voucher Received
- After viewing the clinical records of the patient, it is the Clinical Opinion of our dentist that the patient is considered to be in a state of Good Oral Health. The patient can be booked in for a 15minutes Whitening Session Assessment. If at the Whitening Assessment, there are findings that are different from the Clinical records from the previous dentist, then our dentist would make clinical recommendations for further treatment before we can recommend Whitening to be commenced.
- It is the clinical opinion of our dentist that a Full Mouth Examination is required with us at a cost of £25 (normally £50), as the previous clinical records do not confirm that the patient is in a state of Good Oral Health (for the reasons mentioned below). Alternately, the patient can obtain a full refund from Groupon. We would not proceed with Tooth Whitening if the patient is not in a state of Good Oral Health in the opinion of our dentist.

**\*Please note that Clinical opinions and format of Clinical records may vary. However, we use the British Society of Periodontology, NICE, IRMER and Deliverance of Better Health Framework Guidelines to assess patients' records, and recommend further Treatment procedures. Any patient making any allegation or being disrespectful to our staff or our practice policies would be asked to kindly obtain a refund from Groupon.**

**Patient Signature to confirm all of the above is read and accepted, and that I am aware that no appointment would be offered for Whitening unless Tooting Bec Dental receives a copy of my dental records (including my last x-rays)**

..... **Patient to sign here before we can proceed**

