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Hartley Dental - Oral Health (Membership) Plan Contract – Terms & Conditions.

The Hartley Dental Oral Health Membership Plan is run in partnership with Dental Payment Administration Services (DPAS). This contract is with Hartley Dental. DPAS provide payment collection and the worldwide dental emergency assistance scheme to which the contract refers. When the direct debit payments are taken from your bank, they will appear under “DPAS.”

Our Responsibilities:

Whilst your Oral Health Plan is valid, Hartley Dental will provide you with preventative dental treatment. This includes:

- Examinations/Healthy Mouth Reviews (Preventative).
- Dental Hygiene Appointments (30 minute appointments).
- X-Rays.
- Diet, Lifestyle and Oral Health Advice (specifically relating to Oral Health).
- This plan is with your Hartley Dentist, with treatment only being carried out at Hartley Dental Practice and not with any other Dentist outside the Hartley Dental Practice and is, therefore, non-transferable (Emergency cover is provided out of hours via an emergency roster, when your home address is within a 15 mile radius of the Hartley Dental Practice - if you are further away than 15 miles, provision can be made with another more local dentist, with a subsequent DPAS "emergency assistance" claim).

**** Please request the specific Hartley Dental Membership Plan Leaflet for specific details including our special membership fees as a member of this plan and information on the worldwide dental emergency assistance scheme.***

Your Responsibilities:

Your Oral Health is your responsibility. With our help and guidance you should be able to improve and maintain your oral health for many years to come.

- You must keep any recommended appointments with either your Dentist, Therapist or Hygienist.
- If you fail to attend an appointment, without good reason (e.g. hospital admission, bereavement of direct relative), a fee may be charged for the appointment you miss (see our cancellation policy on request).
- You must accept recommended Oral Health treatment/advice and inform the practice of any condition affecting your Oral Health (including pre-existing health conditions & any medications you are currently taking). If you do not provide this information accurately, you may be liable for any reasonable costs necessary to restore your Oral Health, which could otherwise have been avoided.
- Your dentist will not be responsible if you decline any treatment they advise.
- You must attend for your regular Healthy Mouth Review as advised by your Dental Team. The frequency and number of visits will depend on your Oral Health & is advised by your dentist, hygienist or therapist.
- Any acts or omissions on your part, which may have an adverse effect on your Oral Health or



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Dental status may render your Oral Health Contract invalid and the cost of necessitating remedial treatment will be borne by you outside the terms of the plan i.e. standard private treatment costs.

- It is your sole responsibility to book your routine appointments as recommended by the clinicians and your dental plan level. We may choose to remind you about appointments due from time to time, but the sole responsibility for booking those appointments at the correct frequency, lies with the patient. If the patient does not book the appointments to which they are entitled, no refunds will be offered in that instance.

Payment of Fees:

If you fail to make three consecutive monthly payments, your contract will be terminated and any benefits or necessary treatment developing within that period will not be covered and will be charged for on a private basis - this is at the overall discretion of the owners of the practice (Dr Simon Poyner & Mr. Edd Jones). If you wish to terminate your contract, then you must give 1 months' written notice to the Practice. No refund of fees will be given if you do not do so.

Leaving the Practice:

You are required to attend a final Oral Health examination to ascertain whether there is any treatment required prior to your leaving. If treatment is required, we will advise you of how to take this forward with Hartley Dental, within our terms and conditions of treatment. If you cannot complete this treatment Hartley Dental will not be liable for any treatment costs incurred at any other Dental Practice, at home or abroad. We are happy to share records with your new dentist when authorised in writing to do so by you, in line with General Data Protection Regulations (GDPR). This will allow them to have the best history of your health.

Emergency Arrangements:

We will provide reasonable access for emergency care outside of practice hours. This includes:

- Emergency weekend and bank holiday cover, at the Practice, but not necessarily with your regular Hartley Dental dentist.
- Telephone advice from a Hartley Dentist until 20:00 each weekday evening.

Worldwide Dental Emergency Assistance Scheme Benefits:

Membership of the scheme is automatically taken out for you and will remain for as long as your plan is valid. The benefits available to you are highlighted in the brochure and will be amended from time to time. The main benefits include cover for:

- Accidental injury.
- Emergency dental treatment when away from the Practice (elsewhere in the UK or abroad).
- Hospital Cash for in-patient dental or Maxillo-Facial treatment.
- Mouth Cancer cover.



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Dental Records:

Your dental records are confidential and are covered by Data protection guidelines (GDPR). Any details contained will not be disclosed to anyone outside the Practice without your consent and this is detailed fully in the Hartley Dental Confidentiality Policy.

Treatment to Which you are not Entitled under your dental plan:

- 3rd party and specialist care.
- Orthodontics.
- Implants.
 - All other restorative Dental care including any emergency visits - though these do have special membership prices.
 - Please note that the plan does not include treatment costs for fillings, root fillings, crowns, bridges or any other restorative work - though you do get special membership prices as highlighted in the membership brochure.
 - Facial aesthetics.
 - Teeth whitening.

Alteration of Monthly Fees & Levels:

Your monthly Plan fees will be changed on 1st June each year and you will be given two months written notice of this fee change. Please keep the Practice informed of any change of personal details including:

- Name and salutation.
- Gender.
- Home address.
- Home and/or mobile telephone number.
- Email address.
- Contact preferences.

Should your oral health or dental status change your fee level may change accordingly. Your fee level will be checked from time to time to make sure that you are paying correctly.

Complaints:

Please remember we are here to help you and hope that there will not be cause for complaint. However, if you are not happy with any aspect of the treatment or service you've been provided with, and even though you may feel uncomfortable in doing so, please contact the Practice either verbally or in writing at the earliest opportunity. We will acknowledge your comments within three working days, investigate the problems you have encountered and write back to you with any findings within ten working days. We will, at all times, endeavour to reach an amicable solution - our full complaints policy is posted in our waiting room and a written copy is available upon request from the practice owners.



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Variations in this Agreement:

One months' notice will be given of any change to the above terms.