



Practice Payment Policy

Initial charges

- Private patients: A new patient examination costs £75, including X-rays. This is payable at the time of booking and is non-refundable if the patient fails to attend the appointment. Subsequent check-ups cost £48.
- NHS patients: The current NHS payment scheme applies and is displayed in the reception area. (Oct 23 costs: Band 1 treatment £25.80, Band 2 treatment £70.70 and Band 3 treatment £306.80)
- NHS Exemption: Patients that are exempt from paying for NHS treatment will be required to sign an NHS form and provide evidence of the reasons for exemption.
- Children: Children under 18 years of age are often seen under NHS regulations and do not have to pay for their routine dental treatment. Child patients taken on from January 2023 are taken on as private patients and fees will be explained at the time of booking. A private child check-up costs £17.
- Dental Hygienist An appointment for hygiene therapy costs from £62 for 30mins. Patients new to the practice will need to pay this full amount upfront, and it is non-refundable if they fail to attend the appointment. Existing patients will be required to pay a 50% deposit towards hygiene appointments, and this is non-refundable if they fail to attend the appointment.

Treatment

When treatment is required a treatment plan will be discussed with the patient and an estimate provided. All NHS patients requiring Band 2 or Band 3 treatments or choosing alternative private treatment will receive an estimate.

Payment Options

Payment can be made by cash, credit or debit card.

Interest free credit options are available to help patients spread the cost of private treatments over £350. This is administered through V12 Finance on behalf of Ivybridge Dental Centre Ltd. Patients should speak to reception if they are interested in using this facility.

NHS Treatment

NHS Patients Band 1 to pay £25.80 at the time of the visit/check up

NHS Patients Band 2 to pay £70.70 at first appointment, before next appointments made

NHS Patients Band 3 to pay 50% of the cost at initial appointment (£153.40), before further appointments are booked.

Private Treatment Deposits

When a new private patient requires treatment, or an NHS patient chooses to have private treatment, a deposit of between £50-£100 will be taken depending on the appointment length. This is non-refundable if the patient fails to attend the appointment. The outstanding balance for the treatment must be paid on the day it is completed.

Private Missed Appointment Fee

Missed appointments waste valuable surgery time when another patient could have been treated. Existing Private patients who fail to attend two appointments within a 12-month period without providing any notice will be charged a Missed Appointment Fee based on £100/hr for their missed appointment. This will need paying before they can rebook the missed appointment. This is in line with our Appointment Policy.

Outstanding Payments

Patient unable to pay for their treatment at the time of the appointment will be asked to return to the practice, or to call to pay over the phone as soon as they can and no later than within 5 working days. If the patient fails to contact the practice within 5 working days to settle their bill, the practice will send them an invoice for the amount owing, to be paid within 5 working days. The letter will explain that failure to settle the account, **will result in them not being offered any further appointments at the practice.** The Practice reserves the right to instruct a debt collection agency to collect debts owed by patients.