

## Practice Policy for Collecting Fees

### **Scope**

This policy relates to all fees and charges payable by any patient who uses the services of this practice. This includes money owed for check-ups, examinations, preventive advice, treatment with the hygienist and all treatment provided by a dentist, whether on the NHS or privately.

The practice will at all times seek to be sympathetic to and understanding of each patient's financial circumstances. Action to enforce settlement of debt for outstanding fees and charges will be taken in respect of all current and former patients who have failed to pay any outstanding charges.

### **Fees**

All fees for treatment provided should ideally be paid before leaving the practice. If the patient has an outstanding amount owing to the practice at the time of their next appointment, the practice may request that the account is settled before they can receive further treatment at the practice. If the patient does not settle their account, the practice may refuse treatment until all outstanding amounts are paid.

### **Missed Appointments**

If a private patient fails to attend an appointment or cancels without reasonable notice, the practice may ask the patient to pay a cancellation fee. This information is included in our practice information leaflet and on our appointment cards.

This practice will not ask an NHS patient to pay for missed appointments, and exempt patients will not be asked to pay a refundable deposit in cases where an appointment is not kept.

### **Debt Collection**

All outstanding debts will be pursued. Patients will be sent written notification that their debt remains outstanding and given every opportunity to pay the fees due. Only as a last resort, this practice will pursue patients for debts owing by using a debt-collecting agency.

This practice is not obliged to embark on or continue with a course of treatment for an NHS patient if they are in debt to the practice. However, where such a patient attends in pain or with another dental emergency, we will provide necessary emergency treatment and may subsequently refuse to provide another course of treatment.

To ensure that this practice does not breach its duty of confidentiality, we will only disclose lists of debtors to debt collection agencies in order to recover our debts and will not disclose this information to any other third party.

### **Payment methods**

This practice accepts cash payments and all major debit and credit cards excluding American Express.

**Fees collection during the COVID-19 pandemic**

During the COVID-19 pandemic, patients should be encouraged to use a cashless form of payment to prevent the spread of the virus.

**This Policy was implemented on 15/01/2023.**

This policy and relevant procedures will be reviewed annually and are due for review on **15/01/2024** or prior to this date in accordance with new guidance or legislative changes.

**Document Change Record For**  
**Fees Collection Policy**

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
03.07.2020	V5.1	Page 2	The use of cashless payments during COVID-19	LH