

About Dentale

Dentale Education Clinic is a facility set up to facilitate the training of dentists. Dentists who attend our clinic for training are all professionally qualified dentists and registered with the General Dental Council but may not have placed an implant before and are doing so as part of a training course. All dentists attending training are supervised by tutors who have extensive implant experience.

Patient Appointments

We are a teaching clinic and sometimes this can make it difficult to run appointments precisely to time so occasionally you may be kept waiting. We will try to keep this to a minimum.

As we are a training clinic we are unable to be flexible with your appointment dates. You will need to attend on specific days dictated by when our courses are running. Our clinics run from 9am till 5pm and we will always aim to book your appointments at times to suit you.

The cost of a consultation is £150. This includes a full assessment, x-rays and photographs, treatment plan and an estimate (if a CT scan is required this is an additional £100, if done on the same day as the consultation its £50.) We require a £75.00 non-refundable deposit to secure the booking for your consultation and the additional £75.00 is due on the day of your appointment.

Upon completion of the consultation you will be given a treatment plan estimate to indicate the cost and estimated number of appointments you will need for us to complete your treatment. We are aware that many of our patients travel considerable distance to receive treatment. Occasionally, extra visits may be required in addition to those indicated on the treatment plan. Dentale will not be responsible for any additional costs arising from additional visits.

If the dentist assesses that you need remedial treatment prior to implant provision, you will be given a full treatment plan of the work necessary, with the option of having it with us at Oracle* or at your own dental practice. Please be aware in some circumstances remedial treatment can affect the suitability to place implants.

*NOT ON THE TRAINING CLINIC

Your general dental practitioner will be sent a letter informing them of your treatment at Dentale throughout the procedure.

Treatment Estimates

Once your treatment plan has been agreed with the dentist, we will provide printed details of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you. The costs quoted in treatment plans are valid for 90 days from issue, or until the completion of treatment.

Personal Details

It is very important that you give full medical history and details of any medication you take. Should these change it is important you tell the dentist and update the information as this may affect the recommended treatment. Failure to provide any of this information could be detrimental to your health. Dentale cannot be held responsible for anything resulting from the failure to provide a full and accurate medical history.

Consent Forms

Dentists cannot provide treatment without the consent of a patient. A patient may withdraw consent at any time. For simple treatment, a patient's consent will be assumed to be granted merely by the patient's attendance. For more complex treatment, such as dental implants, we gain written consent by the completion of a consent form. We will explain the treatment, aftercare and any risk to you thoroughly prior to asking you to sign the forms. Treatment cannot proceed without a consent form being signed. If, at any point, you require more information about treatment, please ask one of our dentists or our nurses.

CT Scan (should this be required)

A computerised tomography is an x-ray technique that produces images of your body that visualise internal structures in cross section rather than the overlapping images typically produced by conventional x-ray exam.

This provides a 3D visualisation of the structures into which the implant is placed. It is particularly useful in implant dentistry and indeed it may not be possible to provide implant treatment or even an estimate without a CT scan. There is a charge for the CT scan in addition to the consultation cost.

Photography and Use of Patient Notes

Patients must be willing to have their photograph taken (we take very few photographs where it is possible to identify a patient because they are usually close-ups of teeth). We have a number of uses for photographs including:

- To form part of your patient record; this is useful for comparison purposes especially over the extended course of treatment.
- For teaching purposes; photographs allow us to communicate teaching points more effectively.
- For dentist training records; dentists compile a logbook of cases to form part of their training record. This will be used in future for reference and to demonstrate their implant work. Your patient notes will also be included as part of the logbook for future reference of the dentist.
- For marketing purposes; We believe we provide very high standards of care. One of the best ways of demonstrating this is with photographs. You may choose to withdraw your consent to use your photographs for marketing purposes by ticking this box

Aftercare and follow-up

Aftercare is critical to the success of implant treatment. Patients must be willing and able to look after their implants/associated structures and also to attend Dentale regularly to have them checked, at least once annually. There will be a charge for these annual recall visits, which may also require x-rays.

Should a patient fail to attend for regular recall examinations then the patient assumes sole responsibility for the treatment provided at Dentale. In the event that a patient chooses to have the ongoing care and supervision of the implant treatment provided by their own dentist, that dentist will then be responsible for the implant treatment. This will include any remedial work required arising for treatment provided at Dentale, for which the patient's own dentist may make a charge. Failure to attend either your annual review at Dentale or with your Dentist will deem your warranty void.

Even with regular supervision, success requires patients to maintain their own care. Typical factors determining success include, but are not limited to:

- Maintaining a high standard of oral hygiene which may mean the use of floss, interdental devices, water scalers and the like, as well as brushing.
- Attending for regular dental examinations.
- Attending for regular dental hygienist appointments to ensure good implant hard and soft tissue health.
- Regular x-rays of the implants to assess bone levels.
- Not smoking as this may increase the likelihood of implant failure.

It is possible, should you wish, to combine your implant aftercare at Dentale with normal dental check-ups. Please ask a member of our team.

Guarantees and warranty

Generally, implant provision has a high success rate. Sometimes bone fails to attach to the implant resulting in its loss or removal and in those instances there is normally no charge to replace the implant, although any additional procedures required may be chargeable. Replacement without charge does not apply to smokers or those specifically warned of a higher risk of failure. We do not provide a refund should you decide not to have the implant replaced. Specific risks will be discussed at your consultation.

After treatment is completed we will replace any implant or superstructure (this being a crown, bridge, denture, framework or abutment) which fails as a result of poor workmanship or manufacturing defect for a period of five years after provision, provided the treatment provided is checked at least annually at Dentale.

This does not cover any failure arising from poor maintenance, accidental damage, trauma or other factor beyond our control.

We are able to offer specific implant insurance should you wish, please ask a member of staff.

Complaints and problems

Implant treatment can be complex and lengthy and with the best will in the world a patient may be unhappy with the outcome. Our objective is to try to avoid such a situation, but we do have a complaints process should it arise. We suggest in the first instance you raise the matter with either the tutor or the dentist treating you.

Dentale is an organisation that facilitates the provision of dentistry, particularly implant dentistry, by introducing patients to dentists who are learning how to provide implant treatment and tutors to supervise them. Clinical decisions cannot be made by Dentale, only by a registered qualified dentist. All of the dentists, including the tutors, are required by the General Dental Council to carry their own professional indemnity for their actions. Therefore, in the event of any complaint or claim of clinical negligence this will be dealt with directly by the dentist(s) concerned and not by Dentale.

Dentale checks that each dentist attending carries suitable professional indemnity.

Data Protection Act

We store all patient details in accordance with the Data Protection Act. All clinical notes, radiographs and photographs remain the property of Dentale. Copies of notes, radiographs and photographs can be made available on request. Dentale reserve the right to make an administration charge for any copying.

Cancellations

Patients who cancel within 5 days of their treatment or fail to attend an appointment will be subject to a cancellation charge. It is our policy to charge 50% of the treatment cost if an appointment is missed or cancelled at short notice.

Payments and Non refundable deposits

We request payment for each treatment at each appointment. Prior to the initial placement appointment, a **non-refundable** deposit of £250.00 will be required, (this amount will be deducted from the treatment cost) We are happy to take cash or any major credit or debit cards. We do not accept cheques or American express.

*NB Dentale has the right to cancel or refuse to treat a patient at any time.

Please read this form carefully. If you have any queries, please do not hesitate to contact us.

I have read, understood and agree to the above terms and conditions.

Signature: _____ Date: _____

Name (print): _____