



## Terms and Conditions for Patients

### About Dentale

Dentale was setup to facilitate the training of dentists by matching them with patients who need treatment, which is provided at lower than normal costs. All the dentists being trained are qualified and registered to practise in the UK with the GDC. They have all undergone theoretical training and the aim at Dentale is to acquire practical experience. They are supervised by tutor dentists, all of whom have extensive experience of placing implants. Dentale is a trading name of Oracle Dental Ltd.

### Patient Appointments

The nature of a teaching clinic makes it harder to maintain a schedule and this can sometimes result in longer waiting times. Matching the diaries of the dentists being trained with patients means that only certain dates will be available. Once a treatment plan is agreed a planned schedule of appointments will be provided, but, as with any treatment, it may be necessary to add to or change the schedule and so this should be taken as a guide only. No liability will be accepted for any travel or other costs arising should additional appointments or a change to the schedule be required.

**If you cancel or change an appointment, we require 5 days notice to allow us the opportunity to reschedule another dentist/ patient match. We reserve the right to charge for appointments missed or cancelled with less than 5 days notice. The charge applied will be up to a maximum of the total treatment costs planned for that appointment.**

### Personal Details

You will be asked to complete a medical history questionnaire, which will be updated from time to time. It is vital that this is fully and accurately completed and that you inform the dentist of any changes, no liability will be accepted for any consequences arising from a failure to provide full and accurate information.

### Consent

By booking and attending an appointment for treatment defined on the treatment plan it is assumed that you have consented to that treatment. However, should you wish clarification about any aspect of your treatment, please discuss with the dentist providing the treatment.

### Photography and Imaging

As part of the training process, it is necessary to record certain images. This may be photographs, intra oral scans (3D camera) or x-ray (CT) scans. Without your consent to record this information it will not be possible to be treated at Dentale. The information will only be used in the provision of your treatment and not for marketing purposes, except where you specifically consent to that use.

CT scans involve a higher dose of radiation than other dental x-rays and so will only be used where indicated to investigate the feasibility of treatment. They are often required for implant treatment and, if taken at the consultation appointment, a combined consultation & CT scan fee may be applied.

### Treatment other than on the training clinic

Dentale primarily trains dentists in implant treatment. Oracle Dental is able to arrange conventional treatment on a normal private fee basis at the same location. A separate treatment estimate will be given for such treatment.

It is possible to be referred by your own dentist, it is a simple procedure to request your dentist to refer you, however neither Dentale or the dentist providing your treatment is able to do this on your behalf.

In some circumstances it may not be possible to start any implant treatment until any preparatory or remedial treatment is completed first. If this work is to be completed at another dental practice it is the responsibility of the patient to organise this.

### Aftercare and follow up

Adequate maintenance is vital to the long-term success of implant treatment. This will involve a minimum of an annual recall and typically several hygiene visits.

If a patient does not attend for maintenance, then no liability will be accepted for subsequent problems that arise, including the provision of any remedial work.

In the event a patient has been referred, then, if adequate maintenance is provided by the referring dentist and you are referred back to Dentale, then remedial support will be provided.

### Guarantees and Refunds

Implant treatment is generally highly successful, but as a biological process it cannot always be fully controlled. It is therefore not possible to assure success 100% of the time. The aim is for the bone to attach to the implant, which is a healing process dependant on factors such as general health, smoking etc. Generally, if the bone does not attach, this will be quickly apparent, in which case the implant may be replaced. We do not charge to replace an implant in such circumstances, provided that you have followed the guidance given (including the need to avoid smoking). If you elect not to replace the implant a refund will not be provided as an alternative to replacement.

Longer term problems (over one year) generally arise as a result of poor maintenance or other changes in the patients' health and circumstances. We will only consider replacements or remedial work if adequate documented maintenance and care has been taken by you, which includes the need for regular checks and adequate oral hygiene measures.

Any replacement or remedial work required as a direct result of faulty or failed components or poor workmanship will not be chargeable within a 5-year period, provided the treatment has been reviewed at least annually at Dentale and all guidance followed.

### 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.

Dentale will not tolerate any form of abuse of the staff, dentists or other patients and reserves the right to terminate this agreement at its sole discretion should it judge such behaviour has occurred.

### 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.

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): \_\_\_\_\_