

Private patient payment information



Information for patients Charles Clifford Dental Hospital

Why have I been given this leaflet?

As a private patient you have elected to pay for your dental treatment. This information is to advise you of our payment procedures.

Before you receive treatment you will be asked to sign an "Undertaking to Pay" form. This is to confirm that you are willing to pay for any treatment you receive at the Charles Clifford Dental Hospital.

When will I need to pay for my treatment?

When you arrive for your consultation appointment you will be asked to make a payment before seeing the consultant.

What happens if I am receiving implant treatment?

You will need to make three separate payments for implant treatment:

1. You will be asked to pay your hospital fees on the day your surgery takes place.
2. Your surgeon will invoice for his/her fees also on the day of surgery.
3. The consultant who completes your treatment will send an invoice for his/her fees at the completion of treatment.

What happens if I only opt to have surgery?

If you have chosen to only have surgery you will need to make two payments:

1. You will be asked to pay your hospital fees on the day your surgery takes place.
2. The surgeon involved in your treatment will send you an invoice for his/her fees.

What happens if I miss my appointment?

You will be charged if you miss any pre-booked consultation, treatment or review appointments without 1 working day's notice. You will be charged for each failed attendance.

How much does it cost for an interpreter?

If you need an interpreter, this will be charged at the current hourly rate (please enquire for details).

How can I make a payment when this is required?

Payment for hospital costs on the day of your consultation / surgery can be made using a debit or credit card, cheque or cash. Unfortunately we cannot accept payments from American Express cards.

There will be instructions on any invoices sent to you as to how payment can be made.

Fees charged by your consultant are invoiced by them and payable by cash, cheque or internet banking (BACS). They do not accept card payments.

Where can I find further information?

If you require additional information about private treatment or associated costs at the Charles Clifford Dental Hospital, please contact Diane Johnson, Business Support Manager on:

- **0114 271 7912**



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