

ACCESSIBLE ORTHODONTICS

ACCEPTANCE & APPOINTMENT POLICY

1. Accessible Orthodontics accepts all Children and Adults for Orthodontic Assessment and Treatment, on a Private Basis only. We are unable to offer any Treatment under the NHS.
2. Accessible Orthodontics will advise Patients of any costs related to their Assessment and Treatment. This will always be done in advance.
3. Accessible Orthodontics is a Specialist Orthodontic Practice. As such it is referral based. Usually Patients will be referred from their Treating dentist or another medical Specialist (e.g. Oral Surgeon).
4. Accessible Orthodontics will also accept a Patient for Assessment and Treatment, who has made a self-referral. That is, by contacting the Practice directly (e.g. via our website or phone).
5. Accessible Orthodontics aims to provide an environment where Patients can express their views in relation to their treatment and dental care with the knowledge that all options are discussed and consent has been given. Accessible Orthodontics has management systems in place that will define our Practice members' responsibility when looking after you. A Patient information leaflet and other material is freely available, which covers these points and more. Similarly, each Patient receives a copy of our Privacy Notice (which is also available on our website), which covers the important issues relating to data use and protection under the General Data protection Regulations.
6. Accessible Orthodontics recognises that all individuals have the right to be treated with dignity and respect and our staff have attended the appropriate equality and diversity training course to provide them with the correct information and understanding of the community which the practice serves.
7. Accessible Orthodontics will not tolerate Patients being abusive or threatening towards any of its Team members or any other service user. We reserve the right to stopping Treatment for any Patient who contravenes this rule. We may also report an offender to the authorities.
8. Accessible Orthodontics will always work with our Patients to find a suitable appointment for them. This will be driven by both by the patient's circumstances but also their clinical needs - what needs to be carried out- at their next appointment.

9. Your Treating Clinician will advise you what you can expect at your next appointment before you leave. Specifically, what is planned for your Treatment and how long that should take. They will share that with our Reception Team who will help you schedule an appropriate appointment time and date.
10. Appointments for some Treatments have specific times set in the appointment book (with good reason) and can't be changed. Usually this will only be for one or two appointments across your entire Treatment
11. We cannot guarantee after school appointments. We have more Patients than available after school appointments. We will endeavor to work with Patients (and parents) who are in exam years, where possible.

CANCELLATIONS AND NON-ATTENDANCE

12. Missed appointments (without notice) or cancelled appointments (**at short notice – less than 24 hours**), negatively impact many people. Your Treatment may suffer due to multiple missed or cancelled appointments. Other Patients wanting to arrange earlier appointments may miss that opportunity. It costs our Practice time and money.
13. **We reserve the right to charge a fee (£50)** for missed or short notice cancelled appointments. In that case, the fee will need to be paid before another appointment can be booked.
14. Missed appointments to commence Treatment will require a deposit (as indicated in your quote) to be paid, before another appointment can be booked.
15. Multiple missed or cancelled appointments may result in your Treatment being stopped before completion.

Dr Nestor Orolloga, Principal & Specialist Orthodontist



Date of Policy Statement: September 2024

Date for Policy Review: September 2025