

# MUNRO DENTAL

We are committed to providing you with excellent and comfortable clinical care. All we ask in return is that you attend any appointments you have booked, act on the professional advice we give you, and report any new symptoms to us promptly. If you have any questions about our terms and conditions, please contact a member of Munro Dental.

At Munro Dental we:

- Listen carefully to our patients.
- Respect that our patients have chosen to be treated by us.
- Ensure our patients understand all appropriate treatment options available to them.
- Ensure our patients are sufficiently informed to make a treatment decision.
- Ensure our patients leave Munro Dental feeling like a valued member of our community.

## **PERSONAL DETAILS**

It is very important that you give a full medical history and details of any medication you take. Should these change in any way, please tell your dentist. It is your responsibility to inform the clinic of any changes in either personal details and/or your medical history. It is a New Zealand Dental Association requirement that your medical history be updated every two years.

## **TREATMENT ESTIMATES AND CONSENT**

We will present your treatment options to you in writing including the estimated fees involved. We will explain the risks and benefits so you can make an informed choice about your treatment and we can gain your consent. If new information comes to light during treatment and your treatment options change we will explain this to you.

## **PAYMENT METHODS**

Payment is due at the time of treatment. We accept payment by credit and debit cards, cash or cheque. Dental Benefits care is available to children up to the age of 18. For some larger items of treatment you may be asked to make an advance payment. Please note ACC does not always cover the full cost of treatment and therefore there may be a balance to pay. We reserve the right to charge administration and collection fees in the event of late payment or non-payment, but we will not do this without telling you in advance.

## **CANCELLATION OF APPOINTMENTS**

We request 24 hours notice for all cancellations. Short notice cancellations or failed appointments may incur a fee.

## **CONFIDENTIALITY**

We take patient confidentiality very seriously and all patient information is treated in the strictest confidence in accordance with our practice policy, a copy of which is available on request.

## **DATA PROTECTION**

We will only use your personal information to communicate with you about your care, with other medical professionals in your interests and with your consent, or to tell you about our services. We will not disclose any of your personal information to third parties not engaged in your care. We store all patient personal details securely. All clinical notes and digital imagery remain the property of Munro Dental. Copies can be made available on request and we reserve the right to charge an administration fee for this.

## **PATIENTS WITH ADDITIONAL REQUIREMENTS**

We have facilities suitable for wheelchairs. If you have any additional special requirements please don't hesitate to ask our team for assistance.

## **CULTURAL COMPETENCE**

The team at Munro Dental understand that New Zealand has a culturally diverse population. As such we operate with a respect for and an understanding of the cultural beliefs, values, and practices of our patients. Please don't hesitate to discuss any of your individual requirements with us.

## **COMMENTS ABOUT OUR SERVICE**

We hope that you are pleased with the service and treatment that you receive; if not, please let us know how we can remedy the matter and improve our service. Our complaints procedure is available from any member of our team.

## **PROCEDURES AND POLICIES**

If you would like any further information regarding any of our policies please contact the team at Munro Dental, we will be pleased to help.