

### About Oracle

Oracle Dental is referral practice which introduces patients(referred or otherwise) to dentists, some of whom are on the GDC specialist register, who provide dental treatment. All the dentists being trained are qualified and registered to practise in the UK with the GDC. Oracle Dental is a trading name of Oracle Dental Ltd.

### Patient Appointments

Much of the treatment provided at Oracle is of a complex nature which means there may be multiple appointments and sometimes these may need to be changed. 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 24 hours 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 24 hours 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 your treatment, it may be 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 Oracle. 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.

### Treatment on referral or otherwise

Oracle is primarily a referral practice. Whilst you can be treated at Oracle without a referral as a new patient then because the dentist treating you becomes your dentist, and we will assume that you do not have another dentist.

If you have not been referred by your own dentist, but wish only to have specific treatment provided at Oracle then it is a simple procedure to ask your current dentist to refer you, however, neither Oracle 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 complex treatment until any preparatory or remedial treatment is completed first. If this work is to be completed at another dental practice and a referral has not been made it is the responsibility of the patient to organise this.

## Aftercare and follow up

Adequate maintenance is vital to the long-term success of complex dental treatment, particularly 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 Oracle, 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 Oracle 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 defined complaints process should it arise. Whilst we suggest in the first instance you raise the matter with the dentist treating you, a copy of the complaints procedure is available on request. Oracle is an organisation that facilitates the provision of dentistry, particularly implant dentistry, by introducing patients to dentists. Clinical decisions cannot be made by Oracle, only by a registered qualified dentist. All of the dentists 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 Oracle. Oracle checks that each dentist attending carries suitable professional indemnity.

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