

## Worldwide Dental Trauma and Emergency Callout Insurance

**Emergency Callout** – cover can be provided by any dentist worldwide who agrees to treat you, subject to the terms and conditions of the policy. You simply pay the emergency callout charge to the dentist concerned and collect a receipted invoice. This will then be processed through the practice for reimbursement from the insurers and you will be refunded the callout fee, minus the excess, up to the policy limits. This cover is to provide immediate pain relief only; no additional treatment fees can be claimed. You should return to the practice in normal hours for any further treatment required.

**Dental Trauma** – cover is provided should you be unfortunate enough to suffer a dental trauma, for example, as a result of a road traffic accident or an accident at home or at work. The insurers will settle the claim up to the policy limits and you will need to pay any relevant excess and shortfalls.

**Hospitalisation** – benefit is provided should you have to stay in hospital as a result of dental trauma.

**Permanent Facial Disfigurement** – benefit is provided should you be scarred on the neck or face as a result of the accident that also caused dental trauma, where scarring is still visible 12 months after the occurrence.

**Oral Cancer** – a payment will be paid upon diagnosis of oral cancer.

**Redundancy Protection** – premiums paid for up to one year (not included in the Registration and Insurance Scheme).

A leaflet giving details of the insurance cover, limits, excesses and exclusions is available at the practice.

Practice staff are permitted to provide you with information about the insurance that is included in your plan on behalf of Practice Plan Limited, the Insurance Administrator. However, practice staff are not permitted to give advice about the insurance, e.g. to compare this insurance with other dental insurance in the market. If you have any questions about this insurance then please call Practice Plan Limited on 01691 684128.

## Emergencies

In case of an emergency during practice hours, please contact the practice immediately. We will always endeavour to see a patient in pain on the same day.

If you require emergency treatment outside surgery hours, please telephone the practice where you will hear a message detailing the specific arrangements for that day.

## Safety

We take all necessary precautions to safeguard you and our staff. We follow recommended guidelines with regard to sterilisation of instruments and the use of disposable items, e.g. gloves and needles. We are happy to answer any questions you may have.

## Disabled Access

Our premises and surgeries are accessible to wheelchairs.

## Patient Confidentiality

Patient confidentiality is taken seriously at our practice and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of the practice confidentiality policy, please contact us.

## Practice Complaints Procedure

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know so we can address your concerns and improve our service to you. You can request a copy of the practice complaints procedure form from the practice, where one of our team will be happy to explain the procedure in detail and answer any questions you may have.

## How Do I Register?

You just need to complete a simple agreement form to become a member. This will require your signature and bank account details. We will then set up a monthly Direct Debit payment.

Please speak to any member of the team if you would like more information.



Shine dental

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## Welcome

Whether you are a new or an existing patient, we would like to thank you for choosing our practice. At Shine Dental, we provide high-quality treatment within a friendly, relaxed environment and have a holistic approach to dentistry. We are committed to continuing dental education and keeping abreast of the changes in modern dentistry.

We encourage preventive techniques – helping you to understand how to maintain the health of your mouth and keep it free of tooth decay and gum disease. We do not rush treatment/consultations as we want you to achieve the greatest benefit from your visit.

We are therefore delighted to offer our Membership Plans – our own private scheme, which enables us to provide you with the treatment and support necessary to control dental disease and restore your mouth to full fitness.

Our modern health-promoting approach with continuing care means:

- Fewer fillings
- Less dental decay
- Less likelihood of toothache
- More attractive teeth
- More choice
- Reduced costs
- Helping to keep your own teeth for life.

## Treatments and Services Available

As well as routine dental care, we are able to offer a comprehensive range of cosmetic and more advanced therapeutic treatments. Please enquire about:

- Teeth whitening
- Non-metallic crowns and fillings
- Cosmetic veneers
- Dental implants
- Cosmetic Braces
- Facial aesthetics – e.g muscle relaxing injections, dermal fillers, lip augmentation and chemical peels.
- Appliances to eliminate snoring
- Mouthguards to protect your teeth during contact sports.

## Your Child's Dental Care

Children are born free of dental disease, yet by adulthood a significant proportion of the population has active gum disease and most people have experienced some tooth decay or even tooth loss.

Our aim is to provide your child with the best dental care available to secure their dental health. We ask patients to bring their children with them from birth so that we can see them regularly to help them grow up free from dental disease. Therefore, we have decided to introduce child dental plans.

For more information on the best option for your child's dental care, please ask a member of our team.

## Membership Plan Plus **£13.50 per month\***

We have introduced our own dental membership arrangement to reward and look after our patients who visit the practice regularly. Just look at what you can gain from becoming a member!

### Appointments\*\*

Every six months, our members are entitled to:

- A dental appointment, including a clinical examination, a check for signs of oral cancer and routine x-rays
- A hygiene appointment to provide a full clean of the teeth and gums and advice on how to keep your mouth healthy.

## Membership Plan Elite **£19.50 per month\***

### Appointments\*\*

Our members are entitled to:

- 2 dental examinations, including a clinical examination, a check for signs of oral cancer and routine x-rays.
- 4 hygiene appointments after 3 consecutive monthly payments, to provide a full clean of the teeth and gums and advice on how to keep your mouth healthy.

Both the plan plus and elite plans entitle the member to receive;

### Discount\*\*\*

- 20% discount on any laboratory-based treatments required, i.e. crowns, bridges and dentures.
- 20% discount on any fillings.
- 20% discount on many other treatments (extractions, etc).
- 20% discount on additional hygiene care.

### Insurance\*\*\*\*

- Worldwide Dental Trauma Insurance to protect against the cost of large unforeseen accidental damage.
- Emergency Callout Insurance should you need a dentist in an emergency, anywhere in the world.
- Redundancy protection for your monthly payments for up to 12 months.

### And there's more...

Please speak to one of our team for further details on the full range of benefits our members are entitled to.

\* An initial administration fee of £9.50 will be collected with your first payment only.

\*\* Subject to receipt of six consecutive monthly payments.

\*\*\* Discounts only apply to treatments carried out at the practice.

\*\*\*\* The price includes a premium of £0.52 per month for the Worldwide Dental Trauma and Emergency Callout Insurance. Please see the Keyfacts document for further details. Prices correct at time of going to print.



# Shine dental

[www.shinedental.co.uk](http://www.shinedental.co.uk)