

YOUR CARE PLAN

We all lead such busy lives often leaving our health at the bottom of our priorities list! Our dental health is no different and often gets missed off the list altogether. People do not visit the dentist for many reasons, anxiety, too painful, don't have time and too expensive. We cannot give you more time but we can help you with three of the most common reasons people don't go to see their dentist.

Anxiety Our approach is Calm & Gentle, helping patients feel relaxed and in control. Recommended treatment is provided at your pace in an environment where you feel stress-free.

Painful Treatment We offer the latest techniques that help reduce, if not eliminate any pain that we have historically associated with treatment at the dentist. Equipment and materials used are so advanced in comparison to years gone by!

Cost Spending money on our teeth can often seem an expense we can do without. Joining our Members Plan allows you to spread the cost on a monthly basis with no hidden fees so you know exactly how much each month you need to pay for peace of mind that all your dental needs will be catered for.

Your benefits

- all your routine dental treatment is included
- convenient monthly direct debit scheme
- guaranteed registration
- priority access to see your dentist in the event of a dental emergency
- preventative care, identifying potential problems reducing the risk of pain and inconvenience
- access to a 24 hour dental emergency helpline 365 days a year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Who is the plan for?

Our plan is designed for:

- patients that care about their dental health and appearance
- patients that want to visit the dentist regularly
- peace of mind that their routine dental treatment is covered

What does our 'Care Plan' cover?

Our Care Plan for adults includes:

- two routine dental examinations per year
- two hygiene appointments per year including a scale and polish and oral health advice
- all x-rays
- all fillings (amalgam and composite)
- root canal treatment
- extensive preventative advice
- nutritional and oral hygiene advice
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Exclusions

- dental implants
- cosmetic treatment including smile make-overs
- gum treatments
- treatments offered by a specialist following a referral
- orthodontics treatment
- facial aesthetics
- dentures

The items above fall outside of the scope of the Care Plan however are available if required at a reduced fee (T&C's apply). Laboratory costs and prescription fees must be paid separately.

The monthly plan cost includes the charges for management and administration payable by you to DPAS.

Treatment not covered by this plan can be paid for separately.

* Please note: the children (aged 0-5 years) of adult plan members will be seen free of charge, for six monthly examinations and advice, but are not eligible to request assistance from the Worldwide Dental Emergency Assistance Scheme.

How do I join the plan?

Joining is very simple. All you have to do is complete a registration form for us and a Direct Debit mandate and authorisation form for DPAS.

In addition to your first monthly payment, an initial registration fee of £10 per person will be payable by you to DPAS and will be included in your first Direct Debit payment.

This plan has a minimum membership term of 12 months. If you cancel your membership within this period, you will be liable for the outstanding months' payments whether you attend the practice or not. After 12 months, you can cancel your membership by simply giving us one month's notice.

What happens next?

You will have access to a 24 hour, 365 day worldwide dental emergency helpline, which will endeavour to find an English speaking dentist to assist you.

Any questions?

If you have any questions about our plan, please contact our reception team who can help you fully understand the benefits of becoming a member of our Plan!



How does the Worldwide Dental Emergency Assistance Scheme work?

Whilst a member of the dental plan, should you suffer a dental trauma, a dental emergency or be diagnosed with oral cancer you will be eligible to make a request for assistance from the Worldwide Dental Emergency Assistance Scheme. The Scheme responds to such requests on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, the Scheme has no obligation to provide any benefit unless the Scheme Manager (the person appointed to administer the Scheme) first decides (in its sole and absolute discretion) that the Scheme should provide a benefit. There are some circumstances in which the Scheme is not designed to help (these situations being similar to exclusions under an insurance policy) and these are explained in more detail in the Worldwide Dental Emergency Assistance Scheme Handbook. The Scheme Manager will look at each case individually to assess the request for a benefit. Certain restrictions and limitations may apply in the event that your request for assistance is accepted and it is possible that in some cases the Scheme Manager will decide to provide no benefit.

If your request for assistance is accepted by the Scheme Manager you will be eligible to receive benefit payments from the Scheme in the following situations (up to the limits set by the Scheme and published from time to time):

- ✓ The cost of dental treatment by any dentist up to a maximum of £10,000 for any one incident of dental trauma
- ✓ The cost of:
 - emergency call-outs
 - pain relief or emergency temporary treatment
- ✓ A specified amount for each complete 24-hour period of hospitalisation wholly or partly under the care of a consultant who specialises in dental or maxillofacial surgery
- ✓ A specified amount if you are diagnosed with oral cancer and this is the primary cancer site

You will also have 24 hour access to a worldwide dental emergency helpline.

Please refer to the Worldwide Dental Emergency Assistance Scheme Handbook for full details.

The Worldwide Dental Emergency Assistance Scheme is operated by Worldwide Assistance Ltd (Company No. 10907861), a company registered in England and Wales.

Registered Office: Cambrian Works, Gobowen Rd, Oswestry, Shropshire SY11 1HS.

The Worldwide Dental Emergency Assistance Scheme is NOT an insurance product and is NOT regulated by the Financial Conduct Authority.

Dentists

Dr Pieter Claassen

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Dr Noor Hassan

GDC 262081

Hygienists/Therapists

Estie Claassen

GDC 5766

Shalin Sharma

GDC 213541

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Contact

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Opening Hours

Monday – Friday: 7.30am – 5.30pm

Emergencies

01732 353402

Away from home helpline:

(UK) 0808 169 8117

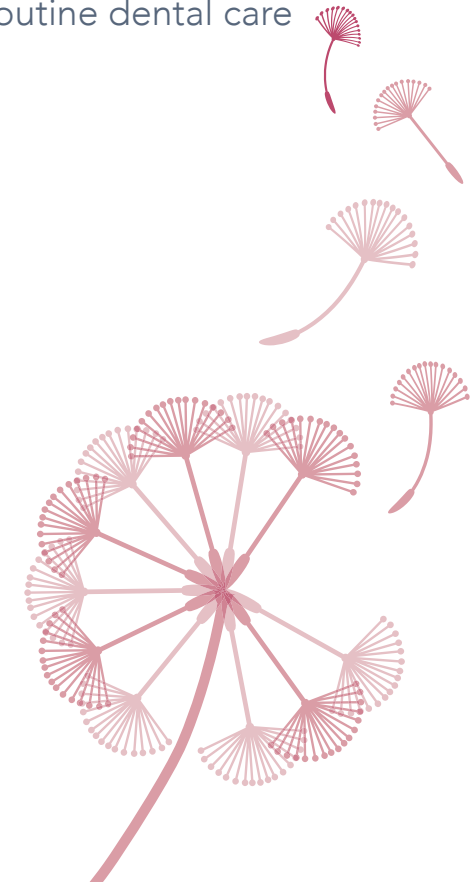
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Calm & Gentle

DENTAL CARE

Care Plan

A monthly dental plan
to help you budget for your
routine dental care



Exceeding Expectations Every Day