

# Llandeilo Road Membership Plan

Our aim is to provide high quality care and treatment in a relaxed, comfortable and safe environment. We are committed to continuing education and keeping abreast of advances in modern dentistry. To ensure we maintain the high standards our patients have come to expect it is becoming increasingly important for us to accurately match the number and the needs of our patients to the resources we have available.

Research shows that preventive dentistry delivered on a regular basis greatly reduces the risk of dental disease and provides a platform for a lifetime of improved oral health. We encourage such an approach and with this in mind, we have joined with DPAS Limited to design a dental plan to reward loyal patients. This plan will be administered by DPAS who will make a separate arrangement with you to manage your payments under the plan. The plan will provide advantages both to you and to us. It will allow us to plan your dental care more effectively and provide the best chance of keeping you dentally fit. The advantage for you is that it should reduce the need for future treatment and you will have the peace of mind that all of your preventive dental care will be covered by convenient monthly payments. Upon joining the dental plan, you will also be eligible to request assistance from the Worldwide Dental Emergency Assistance Scheme for dental emergencies or dental traumas whilst at home or abroad (see overleaf).

## Your benefits

- all your preventive dental care is included
- payment by convenient monthly Direct Debit, allowing you to budget
- guaranteed registration with the practice and continuing access to your dentist
- no need for an assessment – you can join immediately
- early identification of dental problems to prevent pain, discomfort and inconvenience
- appointment times to suit you whenever possible
- discount on treatment fees
- priority bookings in the event of a dental emergency
- access to a 24 hour dental emergency helpline 365 days per year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

# Affordable high quality dental care



## Who is our plan for?

Our plan is designed for patients who wish to attend the practice on a regular basis and have peace of mind that their routine dental treatment is covered.

## What does our plan include?

**Our Essentials Membership costs £25.00 per month and covers:**

- 2 x dental health examinations per year
- 2 x hygiene appointments per year including scale and polish and periodontal advice

**Our Hygiene Membership costs £39.00 per month and covers:**

- 2 x dental health examinations per year
- 4 x hygiene appointments per year including scale and polish and periodontal advice

## All our plans also include the following benefits:

- 10% discount on additional treatment
- small x-rays as clinically necessary
- routine oral cancer screening
- diet and oral hygiene advice
- children under 5 will receive a free dental health examination
- 24 hour helpline number for dental emergencies at home or abroad
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme

*Terms within this brochure are subject to change without notice.*

## How do you join our plan?

We carry out an assessment to ensure that our plan will meet your needs and you will be advised of the monthly amount to pay to cover all your routine dental treatment and the charges for management and administration payable by you to DPAS.

Then 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.

If you choose to leave the plan for any reason you can do so simply by giving us one month's notice. Commitment to the plan is for a minimum of six months, should you leave the plan within this time treatment received may incur a charge.

## What is excluded from our plan?

Although non-routine services are available from the practice, some items fall outside the scope of the plan discount:

- cosmetic dentistry
- referrals to specialists
- laboratory fees
- implants
- orthodontics
- oral health products.

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

## Any questions?

If you have any questions about our plan, please contact our reception team who will be happy to provide further information and guidance.

## 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.**

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### Principal Dentist

**Dr Aled Clement** BDS Wales 2009 PGDip Prosthodontics

### Contact

Llandeilo Road Dental Surgery  
38 Llandeilo Road  
Cross Hands  
Llanelli  
Carmarthenshire  
SA14 6RD

**Telephone: 01269 843400**

Email: [cross-hands@dentallymail.co.uk](mailto:cross-hands@dentallymail.co.uk)

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

### Opening Hours

Monday:	8.30am - 1.00pm	2.00pm - 5.00pm
Tuesday:	8.30am - 1.00pm	2.00pm - 5.00pm
Wednesday:	8.30am - 1.00pm	2.00pm - 7.00pm
Thursday:	8.30am - 1.00pm	2.00pm - 5.30pm
Friday:	8.30am - 12.30pm	1.30pm - 3.30pm
Saturday:	Closed	

### Emergencies

**01269 843400**

**Away from home helpline:**

**Normal hours:** 0330 053 2061

**Outside normal working hours (UK):**

0808 169 8117

**Outside normal working hours (overseas):**

(0044) 169188 7955

### What happens in an emergency?

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.



# Membership Plan