



## Gerringong Dental policies

### Appointments (booking, confirmation)

Every appointment at Gerringong Dental is custom scheduled for you and an SMS will be sent to the nominated mobile number as a friendly reminder **2 days prior** to your appointment. Please reply with **Y** or **N** at your earliest convenience. If you fail to confirm your appointment it may be cancelled in favor of an emergency on the waiting list without any notice.

### Deposit:

We do require a **\$50 deposit upon booking** for all scheduled appointments. If you need to cancel or reschedule the appointment(s) please call at least 24 hours prior the scheduled time and your deposit will be transferred to the next booking. **Failure to cancel/reschedule on time** or **failure to attend** will result in **losing the deposit**.

We understand that unexpected events can occur, and we are committed to working with our patients to accommodate their schedules. However, last-minute cancellations and no-show can disrupt our operations and prevent other patients from getting the care they need.

### On your visit:

You are encouraged to arrive **5 minutes prior** to your scheduled time, especially if you are a new patient. It allows enough time to read, fill in and sign any forms or consents. Patients failing to arrive on time or do not contact the clinic risk losing their appointment, fees apply.

In order to provide the best possible service for our patients our dentists may require certain x-rays. In case of having an extensive dental history, we may need to request **access to your dental records** from your previous dentist(s). To do so, you may be asked to sign a consent form.

If you refuse to comply with the dentist's requirement you may be asked to sign a consent form or to be referred to a specialist for further care.

### Payments:

All invoices are due on the day of treatment otherwise interest fee might occur.

We accept **cash, Visa Card, Master Card, American Express** and **Afterpay**. **HUMM** is an affordable payment plan as well. Eligible children under **Child Dental Benefit Scheme** are accepted as well as **Veteran affairs card holders** who have dental cover.