

The Oak Dental Practice

Patient Charter

A Patient's Charter is a statement of how we operate and the standards of care we apply to all our patients. It defines our principles and standards of excellence we strive to maintain and improve on. To deliver excellence however, also requires your co-operation as a patient. It also defines your responsibilities

Treatment and Care with Respect:

As our patient at The Oak Dental Practice you can expect to:

- Receive care and treatment appropriate to your age, gender (e.g ideally no x-rays whilst pregnant) and clinical dental needs. Children will always have an escort during treatment, and all the dentists and hygienists are mandated persons under the Children's First Act 2017. The entire team working at the practice have undertaken the HSE Children First e-learning module.
- Be treated in a safe, clean and comfortable environment.
- Have your privacy respected and the confidentiality of your personal information protected-all our records are digital and we shred all paper on-site.
- Have access to a full range of dental services.
- Have clear information about all aspects of your condition, care and treatment-we provide written treatment plans detailing the exact treatment proposed and the costs associated with this treatment.
- Have the opportunity to discuss any decisions made about your care and treatment with us.
- Have any concerns you may have about any aspect of our service addressed promptly.

Your Right to Information:

If you want to know more about your care you can:

- Ask any member of the clinical team treating you (Dentist/Hygienist/Dental Surgery Assistant)
- Get a second opinion if you'd like one-we regularly consult with our professional colleagues on-site regarding aspects of your care. You should also feel very welcome to seek another opinion at another practice and discuss this where relevant with us.
- Choose another person or organisation to speak on your behalf-we require written consent to discuss your treatment needs with anyone other than yourself, except in the case of minors, where any proposed treatment will be discussed with the parent(s) or guardian(s).
- Ask about the qualifications and experience of the team providing your care and treatment.
- Ask to speak with our practice regarding access to any information we hold about you.

Help us to help you:

In order for us at The Oak Dental Practice to continually improve our service to you we ask you to:

- Attend on time for your appointments with us.
- Treat all staff with courtesy, as we will treat you.
- Respect the rights and needs of other people at our practice-e.g. patients with special needs/requirements who may have to share the waiting room with you (e.g. the elderly patient who may require assistance to walk, or the blind patient etc).
- Provide accurate information to those caring for you.
- Take part as far and as cooperatively as possible in your own care and treatment
- Provide us with at least 24 hours notice of any alterations you wish to make to your appointments with us (e.g. change of time, change of proposed treatment etc), and 48 hours notice in the case of more complex treatments. This allows us to accommodate patients with emergency dental needs if necessary. Failure to provide adequate notice of any changes will incur a fee which is directly determined by the amount of surgery time we had allocated to your treatment.
- Pay at the end of each visit for the treatment provided on the day—this is clearly itemised on your written treatment plan, and in the case of emergency appointments, we will endeavour to inform you of the associated charges as soon as we have assessed you clinically.

In this environment of mutual understanding and respect, we at The Oak Dental Practice will continue to deliver our trademark high quality dental Services that best meet your dental needs.

All our team look forward to your visit.

Kind regards

Dr Noel Henderson

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