

HBA PROVIDER  
WISDOM TEETH  
PAINFREE

AFTER HOURS  
EMERGENCIES  
WHITE FILLINGS

COSMETIC DENTISTRY  
MODERN ROOMS  
CLIENT PARKING



## WELCOME TO DENTAL ON METRO

### **IMPORTANT INFORMATION**

Thank you for choosing Dental on Metro to look after you and your family's Dental treatment needs. Please take the time to read the following important information regarding appointment changes and payment policies.

### **APPOINTMENT CHANGES OR CANCELLATION**

#### **OUR REPSONSIBILITIES**

1. Dental on Metro agrees to reserve surgery time when requested by you exclusively for your treatment. Failure of you to attend your appointment without notice results in non-productive time for the clinic during which we incur usual surgery costs including staffing and surgery set up and prevents productive clinic time from being re-allocated.
2. We will endeavor to contact you 1 – 2 days prior to your dental appointment to confirm your attendance. Contact will be by phone, failing this SMS or email will be attempted.

#### **YOUR RESPONSIBILITIES**

3. Likewise we ask you to confirm your appointment when contacted.
4. We ask for as much notice as possible of any changes you require to your appointment.
5. A minimum of 24 hours' notice is required (excluding weekends) of any changes or cancellation to your appointment.
6. Failure to attend an appointment and failure to provide 24 hours' notice of cancellation or changes to your appointment will incur a \$100 non-attendance fee.
7. Please ensure that your contact details with us are kept up to date should your phone number, email address or residential address change.

### **Please read on for Payment and Claiming policies**

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## **PAYMENT AND CLAIMING**

1. Payment for appointments is required on the day and is the responsibility of the patient or their legal guardian.
2. For your convenience, a HICAPS health insurance claiming service is provided. Health insurance customers or customers seeking to redeem a Health Insurance promotion should ensure that they attend with a valid and financial (paid up to date) health insurance card on the day of treatment in order to claim.
3. Dental on Metro bear no responsibility for health insurance that is non-financial (not paid up to date).
4. Our HICAPS facility is a convenience provided for patients with Dental Extra's cover, however Dental on Metro takes no responsibility for amounts rebated, exceeding of annual claim limits, waiting periods, renewal dates, temporary downing of the HICAPS claiming service, or claims failed for any other reason.
5. Resulting 'Gap' payments where payable are the sole responsibility of the client or their legal guardian and are required to be paid on the day of treatment.
6. Dental on Metro advises clients to enquire directly to their health insurance funds to determine information regarding their dental extra's cover and their eligibility or otherwise to claim for required or intended services.
7. Any advice provided by Dental on Metro relating to your health insurance fund is only a broad guide and is not intended to be relied upon. Any advice provided by Dental on Metro regarding your health insurance should be verified by you personally by contacting your health insurance fund.
8. To assist with enquiries to health insurance funds, upon request Dental on Metro will provide an estimate of costs including health insurance item numbers. Any estimates provided should only be regarded as an estimate which may be reasonably varied by Dental on Metro depending on specific treatment requirements arising at the time of treatment.

**Again we thank you for your cooperation and look forward to helping you with your treatment needs.**

**Management Dental on Metro**