

REFERRAL SERVICE GUARANTEE

Your trust in us is highly valued and not taken for granted. We will do our utmost to ensure your patient receives the best specialist dental treatment and care and you with the best possible referral service. To pledge our commitment to this, we have written a 10-point guarantee that puts your interests and those of your patients first.

1. Our priority is to ensure that your patient is treated with respect throughout their journey and receives the best specialist dental treatment and care available in terms of quality and value for money.
2. We will provide convenient and secure options to refer patients and do our utmost to ensure patient data is always stored safely per relevant data protection laws and guidelines.
3. On receipt of your referral form, we will contact your patient to arrange a referral examination.
4. We will provide your patient with a treatment plan and an estimate of any proposed treatment cost.
5. We will discuss the treatment plan in detail with your patient so they fully understand their options and can make a well-informed decision.
6. If requested, we will discuss the treatment plan with you in detail before your patient begins treatment.
7. We will keep you fully informed throughout your patient's treatment so that you can discuss it with them.
8. In the rare event of post-treatment complications, we guarantee that your patient receives remedial care as a priority.
9. We will not actively solicit the business of any referral patient beyond the scope of the referral work itself. In the rare case that a referral patient requests ongoing dental services from us, we will advise them to discuss the matter with you first and inform you of their request.
10. We will do all we can to help strengthen your professional relationship with your patient.