

Lavender Dental Care



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🏠 Lavender Dental Care, 1 Lavender Close, King George Road, Chatham, Kent, ME5 0PU

WELCOME!

Thank you for your interest in joining Lavender Dental Care. Our friendly and modern dental practice is striving for excellence and the highest quality services for all of our patients.

We provide a wide range of treatments ranging from:-

- fillings
- dentures
- tooth extractions
- gum treatments

to more advanced procedures such as:-

- dental implants
- cosmetic dentistry
- complex dental reconstructions

We also offer a wide range of cosmetic procedures:

- facial aesthetic therapy (Botox)
- tooth whitening,
- tooth straightening using Invisalign technology.

Our dedicated and supportive team can offer **inhalation or intravenous sedation** for patients who are unable tolerate dental treatments due to anxiety or other reasons.

We offer **free dental care to all children** whose parents are patients at the practice.

If you are exempt from paying NHS dental charges, please find a list of accepted documents to prove this at the end of this letter. You may not need to pay your dental charges if you are able to provide the required documentation.

If you would like to find out more about our dental practice, please visit our website **www.LavenderDentalCare.co.uk** or contact a member of our friendly team to discuss your personal needs.

In order to register with the practice, there are 3 things you need to do:

1. Prepare a list of your **medications** you are currently taking (if you are not sure which medications you are taking, you can contact your GP to request for an up-to-date list of your current medications);
2. Select your preferred **payment plan**;
3. Confirm your choice by either writing us an email or calling the practice, and **schedule an appointment**.

You will receive some forms to fill out prior to attending your appointment with us. These forms will be delivered to you by an email or SMS. It is important these are fully completed online prior to your appointment. If you are unable to access or complete the forms, please let us know before your appointment so we can assist you.

There are different **payment plans** available for our patients:

Private Plan - this is a private pay-as-you-go plan where you pay for individual treatment items. You can find the most current list of prices of most of our services on our website at www.lavenderdentalcare.co.uk/fees-and-payments-plans

Practice Plan Membership - this plan includes certain free dental services and a **15%** discount on our private treatments to members paying a monthly / annual membership fee, which is currently **£17.50/month**).

NHS - due to limited funding, we are currently not accepting new NHS patients

Before you make a decision which plan is best for you, **please read all additional information about these options at the end of this letter**. You can also visit our website or contact a member of our friendly team if you have any further questions about any of these options.

SPREADING THE COST OF YOUR TREATMENT

In response to feedback from our patients, we introduced various finance options to enable you to spread the cost of your treatment over a period of time. We can help you to arrange an **interest-free finances** for up to 12 months. You can also choose to spread the cost of your treatment over a 5-year period if you wish. Please contact a member of our team or write us an email at LavenderDentalCare@gmail.com if you would like to find out more.

WHAT TO DO NEXT?

Once you have read this letter (including the additional information below) and have all of your questions answered to your satisfaction, please contact us by email, phone, post or in person to confirm your preferred payment option (Private Plan, Practice Plan Membership or NHS) and to arrange your appointment.

We look forward to welcoming you as a patient at Lavender Dental Care.

Yours Truly,

Team at Lavender Dental Care

Web: www.LavenderDentalCare.co.uk

Email: LavenderDentalCare@gmail.com

Phone: 01634 864 153

Address: Lavender Dental Care, 1 Lavender Close, King George Road, Chatham, Kent, ME5 0PU

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ADDITIONAL INFORMATION

Please find below the following information enclosed:

1. Further details about our Payment Plans:
 - Private Plan
 - Practice Plan
2. Information on what to bring to your first appointment

FURTHER DETAILS ABOUT OUR PAYMENT PLANS

PRIVATE PLAN

Private plan is a pay-as-you go payment plan. You pay for individual services you receive. A detailed list of our current prices for different treatment items are available on our website at www.lavenderdentalcare.co.uk/fees-and-payments-plans

If you wish to obtain our price list in an alternative format, please call us on 01634 864 153 and speak to a member of our team.

The benefits of our pay as you go plan are:

- You only pay for the services you receive
- All treatment and services are available
- We run dedicated clinics on Saturdays for Private Plan and Practice Plan patients
- Patients see the same dentist, which ensures better continuity of care
- We use the highest quality materials and excellent dental laboratories to produce the work of the highest standard

PRACTICE PLAN

Practice Plan is a popular membership scheme at our practice. Members of the scheme pay £17.50 a month. For this they receive the following free of charge:

- Two free check up appointments and cleans per year (this only covers simple cleans, such as scale and polish, and does not cover treatment of gum disease)
- Free X-rays
- Free urgent appointment
- 15% discount on most private treatments (excluding implant treatments, Invisalign and small range of specialised treatments - please refer to our current fee list for further details)
- Patients see the same dentist, which ensures better continuity of care
- We run dedicated clinics on Saturdays for Private Plan and Practice Plan patients
- We use the highest quality materials and excellent dental laboratories to produce the work of the highest standard

WHAT TO BRING TO YOUR APPOINTMENT?

Please do not forget to bring the following documents to your appointment:

1. The list of **all of your medications** (both prescribed and non-prescribed) you are currently taking.

2. If you are exempt from NHS charges, please bring the following to your appointment as **proof of your exemption**:

- Proof that you are pregnant or had a baby in the previous 12 months
- That you are under 18, or under 19 and in full time education
- Receiving low income benefits, or you're under 20 and a dependant of someone receiving low income benefits
- You're entitled to free NHS dental treatment if you or your spouse (including civil partner) receive:
 - Income support
 - Income-related Employment and Support Allowance
 - Income-based Jobseeker's Allowance
 - Pension Credit Guarantee Credit
 - Universal Credit (in special circumstances)

You can also receive free NHS dental treatment if you're entitled to or named on:

- a valid NHS tax credit exemption certificate

- a valid HC2 certificate – which is available for people on low income
- People named on an NHS certificate for partial help with health costs (HC3) may also get help.