



# The Hub Dental Practice



Love Your Smile

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## Informed Consent for Emergency Treatment

**We believe in being as open and transparent as we can, not just about our charges but also about our procedures.**

The nature of an emergency treatment is the fact that there is a problem which requires urgent attention.

Treatment planning for emergency appointments is developed based on information available from radiographic, dental history, intra and extra oral examination and a thorough discussion with the patient.

We like to be completely honest about outcomes and so below are some examples, though not exhaustive, of the reasons why an emergency appointment may not be 100% successful.

- Example One: Do we remove an infected tooth, do we dress the tooth do we simply offer antibiotics or perhaps do an extraction? Obviously the extraction is very final, whereas the antibiotics may be a very effective temporary remedy.
- Example Two: Do we recement a defective crown/bridge prior to making a new one or do we construct a temporary. There are issues of charges and effectiveness to weigh up.
- Example Three: Do we provide a sedative dressing or provide first stage root treatment for a tooth with acute pulpitis?
- Example Four: Do we take one or more x-rays? Do we take a large or a small x-ray? We weigh up the extra cost/dosage against the diagnostic value.
- Example Five: Do we wait or do we start treatment today?
- Example Six: Do we extract a difficult tooth or do we delay or refer to a specialist?
- Example Seven: Do we delay treatment if the patient has money issues and risk the problem getting worse in the meanwhile.

**Ultimately the treatment we provide is decided by the patient from a series of options and will be agreed by the patient after a full discussion of the related issues.**

### Charges today

Examination (Emergency visit) £25.00      Large X-rays £25.00 each      Small X-rays £9.00 each

**There will be a charge for all treatment and medication etc and these will be itemized in writing and agreed with the patient.**

### The emergency Examination

Normally the examination will be related to the presenting problem; the charge for this is £25.00.

A full examination will normally be carried out at a future date (up to one month later) and this would usually be done without extra charge (x-rays are chargeable). We delay the full examination for new patients who require emergency treatment to see how the patient responds to the emergency treatment/advice.

### X-rays

The charges for x-rays are

**£9.00 each for small ones**

**25.00 each for large ones**

The small ones are the ones we take in your mouth

The large ones are the ones we take in the back room, where the machine rotates around your head.

## Warranties and Guarantees

### **Because of the very nature of emergency treatment we offer no guarantee of success or warranty.**

We provide a very popular Emergency Dental Service, with very experienced clinicians, seeing at least 500 emergency patients every month and the reasons are endless. In the overwhelming and vast majority of cases we are able to offer a complete and satisfactory answer to the problems that patients have. But in a very small number of cases the problem persists or may actually get worse.

In addition there are always possible complications for all types of dental treatment and it is therefore very important to read and understand the consent forms that we offer our all patients prior to treatment, AND ONLY sign them when they are completely happy with the contents.

### **It is very important to understand that:**

**All dental treatments like fillings, crowns, Veneers, dentures, implants, bridges etc are temporary and will eventually need to be replaced and/or be redone at some time in the future and that extra charges will apply for future treatment and/or replacements. The interval between treatments depends on many factors.**

Sometimes pain persists after treatment, and may even get worse. In this case we will discuss the options. In cases where the pain or problem persists and more treatment is required extra charges will apply.

**That patients should read very carefully all forms that we give them before they sign them AND ONLY sign them when are completely happy and understand their contents. Remember you can ask as many questions as you like, and patients should only sign the forms if you are completely happy. Ask as many questions as you like. There are NO silly questions, just your questions!!**

Patients are completely free to wait and make up their minds about their treatment. We have no problem with patients waiting to see their own dentist or seeking a second opinion about what we suggest.

Some patients want a moment to ponder their decisions and we are very happy for them to go off and have a coffee before they make their decision, or perhaps phone a family member or friend to come in. There is no pressure to decide or agree treatment

Patients are more than welcome to have a friend or family member with them at all times during the consultation & treatment.

Because of the nature of dental treatment, and especially emergency dental treatment, we encourage patients to have somebody to take them home afterwards. It is important that patients let us know if they feel they need somebody to pick them up or order a Taxi. We are more than happy to arrange a lift home, and patients are free to wait at the practice till they wish to leave. Just let us know

We want patients to leave the practice completely happy, and we encourage patients to let us know, before they leave, if they have any problems, or need more help, advice or treatment. We actively encourage patients to express any anxieties or concerns with us at any stage, so if for example cost is an issue then let us know, let us know if you want us to call you or perhaps you need a claim for filled in... Anything at all!!

Patients should follow the post treatment instructions that we give every patient. Please make sure you have one and that you take it home.

We normally ask new patients for full payment of any emergency treatment before it is actually provided.

If patients would like more privacy when dealing with any matter, for example at the desk, then we can arrange a private room.

If patients experience any problems or complications after treatment then they should refer to the post treatment instructions.

We normally answer the phone 24 hours a day, but in the rare event that this does not happen and you feel you have a problem or complication that can't wait, then you can call 111 or **IF IN ANY DOUBT GO STRAIGHT TO CASUALTY**

### **Signing this means that you are agreeing/acknowledging that:**

1. **We offer no guarantee of success or warranty for ANY emergency treatment.**
2. The fee(s) for the emergency examination and x-rays have been explained to me and are satisfactory.
3. That you realize that there is a minimum charge today of £25.00 even if no treatment is provided.
4. That you are freely giving your consent to allow one of our dentists to examine you.
5. **That you have read and understood the full contents of this Consent Form.**

**Signing this form does not oblige you to have any treatment today or in the future, nor pay for any treatment that you have not received.**

(CF Emergency Treatment)

Name \_\_\_\_\_ Date of Birth \_\_\_\_//\_\_\_\_//\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_//\_\_\_\_//\_\_\_\_