

rfdc

Happy Smiles Happy Families

Save money with our
Practice Membership Plans

54 Lord Street, Redcar
Cleveland TS10 3HS
T: 01642 487700

www.redcarfamilydentalcare.com
redcarfamilydentalcentre@hotmail.co.uk

Big Savings
for all the family

20%
discount
on treatments



rfdc

redcar family dental care

Welcome

Welcome to our practice. At Redcar Family Dental Care we provide high quality treatment in a friendly environment. We encourage preventive techniques - helping you to understand how to maintain the health of your mouth and keep it free from tooth and gum disease.

We are committed to continuing dental education and keeping abreast of the changes in modern dentistry.

Our Dental Care Plans are designed to suit all family members and provide the necessary support to prevent and control dental disease, restore and maintain your mouth in full fitness. Our modern health promoting approach with continuing care means:

- Fewer fillings
- Less dental decay
- Less likelihood of toothache
- More attractive teeth
- More choice
- Reduced costs
- Helping to keep your own teeth for life

Dental Care and Treatment

We do our best to ensure your dental care meets your individual needs and will discuss any proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

Our premises are accessible to wheelchairs. Our ground floor surgery is suitable for disabled access. If you have any specific requests please contact the practice and we will try and accommodate your needs where possible.

Safety

We take all necessary precautions to safeguard you and our staff. We follow recommended guidelines with regard to sterilisation of instruments and use disposable items e.g. gloves and needles. If you have any questions or would like a copy of our Cross Infection Control Policy please ask any member of staff.

Confidentiality

Patient confidentiality is taken very seriously at the practice. Your information is treated with the strictest confidence in accordance with practice policy. If you would like a copy of our Confidentiality Policy please ask our receptionist.

Practice Hours

Mon - Fri: 9.00am - 1.00pm 2.00pm - 5.00 pm

If you have to cancel an appointment, please give us 24 hours notice so that we can offer the time to someone waiting for treatment. We may make a charge for short notice cancellations or missed appointments.

Emergencies

In case of an emergency during practice hours, please contact the practice immediately. We will always endeavour to see a patient in pain on the same day.

If you require emergency treatment outside surgery hours, please telephone the practice where you will hear a message detailing the specific arrangements for that day.

Comments About Our Service

We hope you are entirely satisfied with your dental care at the practice and would be happy to recommend our services to others. If not, please let us know so we can rectify any problems. We always appreciate feedback so we can improve our service. Ask our receptionist if you would like a copy of our complaints procedure.

We Are Here To Help

Please contact the practice, by phone or email. Our receptionist will be pleased to advise you on the options available for your dental care. If you are unsure of the best option for you, please discuss this with your dentist at your initial consultation. If you require further information please visit our website.

How Do I Register?

You just need to complete a simple agreement form to become a member. This will require your signature and bank details. We will then set up a monthly Direct Debit payment. Please speak to any member of the team if you would like more information.

Accessibility

We have a downstairs surgery with easy access dental chair. A wheelchair ramp is available for front door threshold. If you have any accessibility needs please call and speak to our receptionist.



Why suffer dental disease when you can enjoy dental health for life?

Plan benefits...

	Essential Dental Plan	Dental Care Plan	Child Plan	Denture Plan
1st dental health check*	✓	✓	✓	✓
1st hygiene visit*		✓	N/A	N/A
2nd dental health check	✓	✓	✓	N/A
2nd hygiene visit		✓	N/A	N/A
Discount on crowns, bridges and dentures**	20%	20%	50%	20%
Discount on any fillings**	20%	20%	50%	N/A
Discount on further dental treatments**	20%	20%	50%	20%
Discount on additional hygiene care**	20%	20%	50%	N/A
Discount on oral hygiene products at the practice**	10%	10%	10%	10%
Emergency assessment and temporary treatment	✓	✓	✓	✓
Treatment planning for future needs	✓	✓	✓	✓
Production of study models	✓	✓	✓	✓
12 month guarantee on recommended restorative work	✓	✓	✓	✓
Eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme***	✓	✓	✓	✓
Monthly cost****	£9.95	£13.50	£5.50	£5.95

* The provision of dental treatments is subject to receipt of the required consecutive monthly payments.

** Discounts only apply to treatments carried out at the practice

*** The Worldwide Dental Emergency Assistance Scheme offers support and assistance to dental patients who request treatment following a dental trauma and/or dental emergency or oral cancer. The Scheme responds to requests for assistance on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, it has no obligation to provide any benefit unless it first decides (in its sole and absolute discretion) that it should provide a benefit. There are some circumstances in which the Scheme is not designed to help and these are explained in more detail in the Scheme Handbook. Each Request will be looked at individually to assess the request for benefit. Certain restrictions and limitations may apply in the event that the request is accepted and it is possible that the Scheme will decide to provide no benefit.

**** An initial administration fee of £9.50 will be collected with your first payment only, excluding the Child Plan.