

INFORMATION SHEET

PAYMENTS

PAYMENTS FOR INITIAL EXAMINATIONS, RECALL APPOINTMENTS, INITIAL DEPOSITS AND MISCELLANEOUS CHARGES:

Payments must be made at the time of service. Payments can be made by cash, cheque or card. We have Eftpos facilities available at all surgeries for credit and debit cards and can also take credit card payments only over the phone by phoning our payments office on 1800 021 064 – Select Option 4 for the Accounts Department. We do not have a cash advance facility.

TREATMENT CONTRACT PAYMENT OPTIONS:

1. Your contract may be paid in full at the start of active treatment for a discount. **Please note discounts apply to full comprehensive treatments only** – Please inquire at our payments office to see if you qualify for this discount.
2. Alternatively, a contract can be set up for the repayment of fees over a set period of time using:
 - A direct debit from your nominated financial institution account
 - A direct charge from your nominated credit card.

Under Option 2, direct monthly debit or charge payments will be made until the contract fee is paid in full. The monthly charges will be debited on the 1st of the month or the closest working day following the 1st. These monthly charges are automatically deducted or charged from your nominated account or credit card.

Only under special arrangements will it be possible to set up a manual payment arrangement of the monthly contract payments. It should be noted that if this type of arrangement is undertaken, there will be an additional administration fee of 1 x monthly instalment added to the contract total.

It should be noted that repayment dates for active treatment are different from adjustment appointments and are independent of the frequency or duration of adjustment appointments.

PAYMENTS FOR BREAKAGES AND REPAIRS:

Fees for these types of service are charged out on a per visit basis and are due and payable on the day of the repair. Payment for these services can be made by the same methods for initial examinations above. The costs for any breakages or repairs cannot be added to your direct debit account arrangements.

HEALTH FUNDS:

If you have dental health insurance, please contact your fund directly to organise your maximum rebate. You should do this by submitting your quote to the health fund, as it has the necessary information they will need to give you a quote on what your maximum benefit will be. At the start of active treatment, you may need to take a letter to your health fund from us detailing your fee and repayment plan. This letter is normally given at the commencement of treatment please let us know if you require such a letter.

RECEIPTS:

For payments made at the surgery, receipts will be issued over the counter. Receipts for payments made under the direct debit or charge from your nominated account or credit card will be posted after your payment has been processed.