**Edge Dental Studio**

**Patient Charter**

Edge Dental Studio aims to provide consistent quality dental care for all our patients. We are currently implementing the BDA Good Practice Scheme to assist us in our individual responsibility to maintaining the highest level of care.

**We promise to:**

* Be courteous and considerate at all times
* Treat you as we would wish to be treated ourselves
* Respect your wishes
* Provide you with high quality. ethical dentistry
* Try to keep your appointments on time and free from interruption
* Give you a full explanation of your dental problems and provide information on all treatment options available
* Give you a written estimate of cost for any extensive treatment plans
* Maintain confidentiality and data protection laws
* Deal with any suggestions or complaints quickly and efficiently

**In return we expect you to:**

* Be courteous and considerate to our staff and other patients
* Treat us as you would wish to be treated yourself
* Inform us of any changes to your contact details **(Address and all Telephone numbers)** or medical history
* Respect our clinical judgment
* Try to keep your appointments or give us at least 24 hours notice of cancellation
* Pay your account after each visit
* Tell us if you are not completely satisfied with any aspect of your care

**Edited by: Karen Hukin - PM & Claire Tunnard APM**

**Date: 8th November 2019**

**Review Date: 7th November 2020**