

NEW CONSENT FORM PROCESS CHEAT SHEET / FAQ

What is it?

It is a 1 week consent process.

What treatments can I book patients in within 7 days/ after 7 days period, is there a cancellation fee and what is the rule around sending consent forms?

TREATMENT	BOOKING (7 DAY PERIOD)	CANCELLATION FEE	FORMS TO BE ATTACHED TO SUMMARY EMAIL
COSMETIC - porcelain veneers, composite bonding, bridge and crown work, single crowns	Ideally book cosmetic treatments for 7+ days. Can book within 7 days if pre block is available with Dentist, patient has an urgent event and the Dentist is happy to proceed within 7 days. (Must get Dentist consent to book within 7 days)	15% cancellation fee applies. Noted in PC summary email template.	- Consent to be attached- to either be signed and dated prior or on appointment day - porcelain veneer booklet (information booklet)
IMPLANT - single implants, AOI surgeries	Strictly cannot be booked within 7 days - please book 7+ days out from consult day.	15% cancellation fee applies. Noted in PC summary email template.	- Consent to be attached- to either be signed and dated prior or on appointment day - AOI booklet (information booklet)
ORTHO -Braces, Invisalign	Book anytime from 7+ days.	Invisalign cancellation fee applies (fee \$2800) Noted in PC summary email template.	- deposit/ cancellation sheet - consent to be attached- to either be signed and dated prior or on appointment day - Invisalign booklet (information booklet) - meet the team pdf (Jess/Invisalign team Balwyn ONLY)
GENERAL WORK - fillings, hygiene, whitening, rct treatment, exos, bone grafting	Book anytime.	15% cancellation fee applies if cancelled less than 2 business days prior booking. Noted in PC summary email template.	- Consent to be attached- to either be signed and dated prior or on appointment day

What happens if a patient wants to cancel their booking and they are not happy to pay the 15% cancellation fee?

Regarding the 15% cancellation fee -On a case by case basis, if you have a patient that is adamant they want their refund, or is causing a lot of trouble and complaint, then you could by your PD/ BM discretion, decide to reduce the cancellation fee or even refund the total fee.

However, remember that we have already incurred cost with smile design, printing the models, flops and stents made, and wasted the dentist and pc time as well. The cancellation fee is there so the patient does not try and change their mind, and may reconsider going elsewhere because they are already committed to us and the treatment they signed on for.

It is important that the wordtrack to patient is that:

"As soon you sign on, we have started your smile design process and the lab is charging us a fee of around 15% to start your smile design and also book in a time for your veneers/ AOI to be made. This is what makes DB different to the other clinics where they do not consider the smile design component until the day of your treatment - which will result in a poorer outcome. Our dentist take pride in designing and personalising your smile before you even come in for your preparation appointment.

Word track for wrapping up PC consultation on the of consultation (before handing pt to FOC2 for payment):

If patient has booked next appt (converted - PV/AOI):

"Thank you so much for coming in to see us today. I will email through a summary email to detail everything from today's consultation, including your consent forms required for your next booking to review prior to the booking. Dr X will now start designing your smile design and the lab will reserve a time, ready for your first appointment. Looking forward to seeing you again at your next appointment"

If patient has booked next appt (converted - INVIS):

"Thank you so much for coming in to see us today. I will email through a summary email to detail everything from today's consultation, including your consent forms required for your next booking to review prior to the booking. Dr X will now start designing your smile design, ready for your first appointment. Looking forward to seeing you again at your next appointment"

If patient has not booked next appt (not converted, pending pt):

"Thank you so much for coming in to see us today. I will email through a summary email to detail everything from today's consultation and I look forward to chatting again (at follow up time organised)".

PC Important Notes

- When emailing the consent form the PC must attach the consent form as a PDF not a live document
- The PC must document when they provided a consent form to a patient by inputting a Consent Given (CG) item code in the treatment section of the patient's profile
- If they receive the consent form back signed to their email, the PC must upload into core and a Consent Received (CR) item code will be inputted in the patients core profile