

## Appointments

We need to see you regularly (every 4-10 weeks) to adjust the braces and check they are performing correctly. Some appointments may be necessary during school hours, as certain procedures such as fitting braces, are only performed on weekday mornings. Please remember that most of our patients are students and prefer appointments after school.

Please help us by bringing your school timetable with you to arrange a convenient appointment. If we cannot see you at regular intervals, treatment will take longer to complete.

If you cannot keep your scheduled appointment, please contact us 24 hours in advance.

Missed appointment represent a loss of valuable time and missed opportunities for us to see other patients. It is prohibited to levy any charge for missed appointments in accordance to NHS regulations, however treatment can be terminated following 3 missed appointments.

Please do not put yourself in this position, as it will lead to an incomplete result and you not being offered NHS care in our practices in the future. Rebooked appointments will be at the next available appointment time and may not be the most convenient to you.

## Emergencies

In the event of breakages or problems please contact us for assistance or for an emergency appointment. Emergency appointments are accommodated where spaces are available.

## Financial Arrangements

We welcome open discussion regarding services and fees prior to treatment to avoid any misunderstandings. The examination, diagnostic records, orthodontics treatment and retention is provided free of charge under the NHS.

All lost braces, under NHS regulations, will attract a fee determined by the NHS and will require payment by you prior to the brace being replaced.

## Access

Unfortunately we have no disabled access at our Harpenden practice. Treatment may be available at our St. Albans practice for anyone who has this requirement.



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www.harpendenorthodontics.com

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mon -thu 8:00 - 12:30 1:35 - 5:15

fri 8:00 - 12:30 1:35 - 4:15



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mon -thu 8:00 - 5:15

fri 8:00 - 4:00

we look forward to assisting you and welcome  
any questions you may have

## Further Information

### NHS Direct

Telephone: 111  
www.nhs.uk

### Hertfordshire Area Team

Telephone: 01707 390 855  
www.england.nhs.uk

## Prepared By

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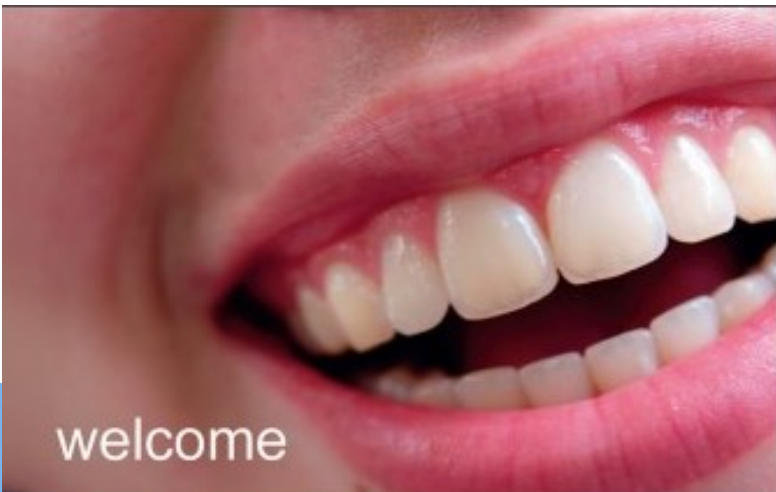
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We would like to welcome you as a new patient and hope this leaflet will help familiarise you with our practice.

#### Our Aim

Our aim is for you to have a healthy and perfectly positioned smile. Using the best treatment options possible our team will work together with you, in a friendly and informed way, to achieve optimum results. But this does rely on cooperation and commitment from you. Please read our terms of reference for orthodontic care before you commit to any treatment.

#### First Visit

You have been referred to us because you could benefit from orthodontics treatment. Your first appointment is a clinical examination to determine your needs and we will advise you of any issues, including any corrective treatment required. If treatment is required diagnostic records will be taken for assessment and the planning of your treatment. These may include casts of your teeth from impressions, a pan-oral x-ray showing all teeth, roots and bone and a cephalometric x-ray measuring the special relationship of jaws, teeth bits, profile and soft tissues. Photographs may also be taken to study facial features and how they may be influenced by orthodontic treatment.

#### Family Dentist

This practice deals solely with orthodontic treatment. All other dental treatments will be provided by your dentist we recommend that you have your teeth checked before your orthodontic treatment begins and at regular intervals specified by your dentist.

#### Success of Treatment

A good orthodontic result isn't reliant on fitting braces. We provide you with routine instructions and it is your responsibility to accept the challenge of orthodontic treatment because, ultimately, the quality of the result depends on your efforts. In order to achieve this please ensure you:

- Attend your appointments as prescribed
- Keep your braces clean and safe
- Avoid foods which may interfere with the successful outcome of your treatment
- Continue to your visit your dentist regularly for general dental care

#### Oral Hygiene

Oral health advice is available from our qualified staff at all times.

#### Eligibility for NHS Treatment

On the 1st April 2006, the government introduced arrangements for NHS orthodontic treatment. All orthodontic practices with a contract for NHS treatment must comply with this new criteria, which are designed to prioritise those in greatest need of treatment. As a result in cases where dental health is not affected, orthodontic treatment cannot be provided under the NHS.

Due to restrictions in funding and regulations within the NHS, we have introduced an Independent Fee structure for affordable 'NHS equivalent' orthodontic treatment. We also see patients on a private basis for whom a wider range of treatment options are available.

#### Our Commitment

Our team is committed to excellence in our orthodontic results, utilising up-to-date techniques and technology. Equally as important, we are committed to the creation of an environment that is open and friendly. We aim to provide consistent quality orthodontic care for all patients and have systems which define our responsibilities when looking after you. In proposing treatment, we will:

- Take account of your wishes
- Do all we can to look after your general health
- Ensure practice working methods are reviewed regularly
- Ask patients for their view on our services

#### Personal Information

We like to keep as many contact telephone numbers on records as possible but under the Data Protection Act you can advise us if you do not wish to be contacted on any of them, e.g. at work. We will not pass your details to any outside body unless referring you to another practitioner, e.g. dentist, periodontist, surgeon, hospital, Primary Care Trust or Dental Business Services.

#### Complaints

We have an established complaints procedure and we take complaints very seriously. We welcome any comments regarding problems you may have with our staff or our service. Initially persons responsible for dealing with any complaints are our Practice Managers.