

Home Visit Terms & Important Information

Applies to all home-visit treatments — please read alongside your treatment consent form

Everything we do is a home visit, so these terms and this important information apply to every treatment we provide. They form part of every consent. Please read them together with the consent form for your specific treatment, and ask us about anything you are unsure of.

Making an informed decision

It is important to us that you make an informed decision about your treatment. We give you enough information to decide. Much of this comes from talking with your dental professional, but we also put it in writing as a prompt and a safeguard. You should know why a treatment is recommended, its risks and benefits, what might happen if it is not done, and the other options with their own risks and benefits. You have the right to refuse all or part of the treatment now, or even during the procedure. Please tell us if you would like more time or more information at any stage.

Comfort during treatment

If you feel uncomfortable at any time, please tell us. You can ask for a chaperone or a rest. This matters because keeping your mouth open too long can cause jaw ache, or rarely cause the jaw to dislocate.

Important information about home visits

Home visits help people who cannot get to a surgery, but treatment at home is often more difficult and can be limited because the lighting, positioning, equipment and materials are not in their ideal setting. In practice the treatment we can offer at home is limited — for example, basic examinations without x-rays, extractions, and providing or adjusting dentures.

The limitations of home visits

- Home visits should be a last resort, where you cannot attend a surgery and the alternative would be no care at all. They should not be a convenient substitute for treatment in a practice.
- We cannot lie you flat or move around you as we would at a dental chair, so access — and therefore care — can be compromised.
- We cannot take x-rays at home, which limits diagnosis and increases the risk of misdiagnosis, unnecessary treatment, or treatment not achieving the desired result.
- We cannot do scale-and-polishes or maintain gum health at home, so we are often managing failing teeth — for example using 'transitional dentures' (adding teeth to a denture as natural teeth are lost). This is a compromise approach.
- We cannot do fillings or some other in-surgery procedures, so we may sometimes have to recommend taking a tooth out where it might otherwise have been saved.

- Limited materials, time and equipment can add risk. For example, if bleeding after an extraction is heavier than expected, we may not have the stitches, equipment or staff that would be available in a surgery. Dental suction in particular is vital but is not available on home visits.
- You always have the option to be treated by a specialist, and can choose this at any time by discussing it with us.
- If you could be transferred to a clinical practice by patient transport but choose not to be, then by using our home-visit service you accept its limitations. We always recommend care in a dental practice wherever possible; the decision about where you are treated has to be yours, not ours.
- Home visits take significant time, so we often cannot give exact appointment times and may need some flexibility.

Payment and why a quote is provisional

Full payment for the course of treatment is required before the first visit. A quote is a guide and can change for many reasons. Common examples: the dentist's assessment differs from what was expected; blood thinners mean extra treatment such as a dressing and stitches; we attend but cannot proceed (e.g. consent, access or complex medical history) so the plan is aborted with call-out and assessment fees still payable; treatment has to be aborted partway, or extra procedures are needed; a denture needs a special tray for accuracy; extra denture-adjustment visits are needed (we quote four visits as the minimum to make a denture, but more may be needed and chargeable); fewer visits are needed (so the cost can reduce); or the location changes (for example moving from hospital to home), so call-out charges vary. We will always discuss changes with you.

Denture visits

It is normal and expected that dentures need extra visits to adjust the fit or bite. Further charges, including further call-out charges, apply for these. Sometimes a denture can instead be relined, adjusted or have teeth added in fewer visits, so the cost can be lower.

Chemicals and materials

Dentistry uses chemicals that may be hazardous — for example acids that help fillings stick can cause burns to eyes or skin, and some materials can cause allergic reactions. We minimise risk with protective equipment that you must wear, but cannot remove it entirely, and you accept these risks when having treatment. Our COSHH information is available on request.

Local anaesthetic (the numbing injection)

Local anaesthetics are generally safe but, like any medicine, carry some risk. Rarely there can be an allergic reaction (in extreme cases anaphylaxis), or an overdose/toxicity reaction causing dizziness, confusion or seizures if too much is given or it enters a blood vessel. Imprecise placement can briefly affect the eye (you may not be able to control the eyelid until it wears off, and may need an eye patch). Anaesthetics with adrenaline can affect heart rate or blood pressure, which matters for some heart conditions. Nerve injury is uncommon but possible, causing temporary or rarely lasting numbness or tingling. There is a small risk of infection or bleeding at the injection site. Anaesthetics may interact with other medicines or with factors such as pregnancy, so please tell us your full medical history. Anxiety or fainting around the injection is also possible. Overall the risks are low and we take great care.

Soreness and sensitivity afterwards

Many procedures can leave the gums temporarily sore, and teeth sensitive to hot, cold or pressure for a few days, due to instruments, pressure or handling of the tissues. This is a normal part of healing and usually settles within a few days; occasionally it lasts longer. If discomfort is severe or lasts beyond the expected time, please contact us for advice or review.

Who is responsible for your care

The dentists and hygienists who treat you do so on a self-employed / associate basis, and they alone are responsible and liable for the treatment and service they provide. Dhody's Ltd acts as their Agent and may help with issues, training, advice and arranging payments, but the treating clinician is ultimately and solely responsible. By continuing with treatment you accept not to hold Dhody's Ltd liable for the treating clinician's treatment or service.

Laboratory work

We use only UK-based lab technicians registered with the GDC. You have the right to a 'Statement of Conformity' to confirm this — please ask if you would like a copy — and we meet the relevant obligations in the Medical Device Regulations.

Charges

For any costs not listed on your treatment plan, please ask us or see the booking form on homevisitdentist.co.uk. Accepting this consent means accepting our charges for the treatment, whether or not they are listed on the plan. Prices may increase on or after 1 April each year; treatment provided after that date will be at the revised charges.

Appointments, deposits and cancellations

Please keep your appointments and avoid long delays, which can affect your treatment, and please tell us about any change in your health during treatment. We need 48 hours' notice (not counting weekends) to change or cancel an appointment. We take deposits, and if proper notice is not given on time these deposits become non-refundable.

Refunds, non-refundable fees and administration fee

Treatment is paid for in full, in advance, as a complete course of care, because the time, planning, laboratory work and home visits are committed and reserved for you from the outset. **In the event of a patient's death, the fees paid are non-refundable.**

Where a refund does become necessary (for example a request or a dispute), an administration fee applies for the work involved. Based on in-house administration, it starts at £250 per hour with a minimum of £250 (varied at the sole discretion of the Practice Manager). This does not preclude additional legal or external costs under the law. Any waiver or change is at management's sole discretion and only if documented in writing by management. This ensures fair payment for this work, which is not factored into our treatment prices.

Seeing a specialist

Any treatment can also be carried out by a specialist, and you can choose this at any time. If you choose to have your own dentist (who is not a specialist) carry out treatment, you accept the associated risks, and you can ask to see a specialist if unexpected difficulties arise.

Keeping your mouth healthy

- **Reduce decay:** cut down on sugar; brush and clean between your teeth twice a day with a fluoride toothpaste; have regular dental reviews.
- **Protect your gums:** brush twice a day; clean between your teeth; use mouthwash; have regular hygienist reviews; avoid smoking.
- **Reduce oral-cancer risk:** stop smoking and drinking alcohol; have regular dental reviews; and if any mouth ulcer or patch lasts more than 3 weeks, get it checked urgently.

Useful reading

You may find these helpful: NICE guidance on oral health for adults in care homes ([nice.org.uk/guidance/ng48](https://www.nice.org.uk/guidance/ng48)), and the Government's 'Delivering better oral health' prevention toolkit ([gov.uk](https://www.gov.uk)).

Notes & customisation

Your consent

My agreement. I have read and understood this Home Visit Terms & Important Information. I understand the limitations of home visits and the reasons a quote can change. I have had information about my proposed treatment, have discussed it with my dental professional, and have had the chance to ask questions and have them answered. I understand the treatment, the alternatives, the risks, and my right to refuse care. I acknowledge that no guarantees have been made about the result, and I accept that these terms apply to all treatment provided to me by Home Visit Dentist.

Patient (or representative) name	Relationship to patient (if not the patient)
Patient / representative signature	Date
Dentist name	Dentist signature & date