

Edinburgh

Dental Studio

Fair Pricing Policy

At Edinburgh Dental Studio, fair pricing is an important part of our ethos. We want the fees that we charge our patients to reflect a fair price for our skills and experience – without compromising the quality of materials, our duty to the environment, or the respect we have for our staff and suppliers. Below we have set out what we will do to try and make this happen.

Making you aware of the fees

We want you to be fully aware of the treatment we are proposing, the reason why we are proposing it and of the fees that you will pay before treatment starts. We also want you to be aware of when your fees will be due, in most cases this will be at the end of each appointment.

To do this we will:

- Display a fee guide on our website and make sure this is available on reception.
- Discuss with you the treatment we think is necessary and the reasons why and provide information leaflets for further information about your treatment.
- Provide a treatment plan which will include estimated costs for each patient before treatment starts.
- Provide a new treatment plan with updated fees if the treatment needs to change for any reason.

How can I save money on my dental treatment?

- Sign up to a Edinburgh Dental Studio's Dental Plan
 - o Our patient plans are the most convenient and cost-effective way to pay for your routine dental care at Edinburgh Dental Studio. We offer 3 levels of plan and your dentist will advise which is best suited to your oral health needs.
 - o All Dental plan patients are entitled to 10% discount on any routine dental treatment. You will also benefit from worldwide accident insurance cover.
 - o You can read more about the plans on our website (terms and conditions apply)
<https://www.edinburghdentalstudio.co.uk/services/new-patients/>

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- We offer 0% finance for treatment plans over £1500. We have the facility to apply for 0% finance over 12 months or alternatively we can offer finance over 12 – 60 months which will be interest bearing of 9.9% APR. Terms and conditions apply.
- All our treatment is aimed at getting you dentally fit, so by making an investment into your dental health, it will help to reduce your treatment needs going forward and in the future.

Fee Rises

We review our fees every year and based on our current costs and the current market conditions, we will decide whether to increase some or all our fees. We will let you know the result of the fee review with an email and a link to our new prices on the website. If the Dental plan fees have risen and you have a plan with us, then you also be informed of this prior to the increase.

If we raise our fees and you have a treatment plan that is less than 90 days old, the prices on it will be valid for 3 months from the date of the rise. Treatment plans that are older than 90 days will be subject to the new fees.

Why do we have to raise fees?

The two major factors we take into consideration when adjusting our fees are, our costs and the market conditions. Our costs are everything we need to pay for to run Edinburgh Dental Studio, there are all sorts of costs ranging from cleaning and insurance to energy. By far, our biggest of these are staff costs which include wages and continuous professional development, the materials we use and the laboratory costs.

We want you to have confidence in our team and that we are providing the best possible service and treatment. To do this we need the best people working for us. We think it is only right to pay them a fair wage.

The cost for materials and laboratories varies hugely. We could reduce our fees by using cheaper, materials that do not have biocompatible properties or find a cheaper laboratory, but we have found over the years that this is often a false economy. In the world of dental materials and laboratories it is almost universally true that you get what you pay for, if we used a cheaper filling material it will not look as nice or last as long and may not fit as well, look as natural or be as strong. Ultimately, you may end up paying more.

Dental material costs also change based on the world market. Most of the items we use are manufactured in Europe, and any changes to the relationship between Britain and its trading partners will cause costs to fluctuate.

We consider all these factors when deciding if we should increase any of our fees.

What exactly does Fair Pricing mean?

Fair pricing is more than just the outright value of our services, we also believe there are certain principles that we try to uphold.

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Why our prices say 'from...' and our treatment plans are estimates'.

- It is hard to be completely accurate on our fee guide, for example for a white filling our guide will give a 'from' price. The reason for this can be explained with the following example: a small filling at the front of the mouth is easy to get to and does not use much material which will be cheaper. A big filling at the back of the mouth will take longer, it will be more difficult to get to and it will use more material, therefore the cost will be more.
- Sometimes there are treatments that will need to be carried out before we can even get to a filling, a good example of this is gum disease. There is plenty of evidence to suggest that gum disease has a considerable effect on your overall health, and we would always want to sort that out first. We also try to look at the reasons why you may be having the problems you are having e.g. if you need a filling is that signalling a problem with what you are eating? Perhaps if we can help you to fix that, we can stop you needing fillings. However, we will not know that until we see you.
- Even when we have seen you, be that in an online consultation or an initial face to face, your treatment plan will remain an estimate. We cannot guarantee that the treatment plan will not change once the treatment starts. However, we do promise that we will keep you informed at every step of any changes to your plan.

The skills and experience of the dentist really do matter. At Edinburgh Dental Studio we only work with dentists, hygienists and specialists who share our ethos, have high ethical and environmental standards and excellent dental skills. Our team has a wealth of knowledge, experience and qualifications which is invaluable. We think it is fair to pay them what they are worth.

We hope that this fair pricing policy has answered any questions you may have. If you have not found what you are looking for, please do not hesitate to contact us. We are always here to help.