

Aim of treatment

The aim of Service Dentistry is to ensure that personnel are dentally fit to perform their duties at home and on deployment. For you as an individual the aim is to help you to keep your teeth and gums healthy for life.

Entitlement to treatment

All military personnel, their families and UK based civilians are entitled to dental treatment. Some civilians working under certain contracts may have to call the Dental Centre to confirm their entitlement.

Range of Treatment

We offer a full range of treatment with an emphasis on prevention. You will receive first class, comprehensive services which may include Dental Hygiene treatment performed by the Dentist.

Appointments

As a member of the Armed Forces, it is essential your dental fitness is maintained so that operational deployments are not effected. Therefore you will receive a Periodic Dental Inspection (PDI). The Dental Centre operates a recall system, and will contact heads of departments to inform them of patients requiring a PDI.

If you wish to see a Dentist, you should contact the clinic by telephone or in person to book an appointment. We advise that you arrive 5 minutes before your appointment to fill out any necessary paperwork.

Payment for treatment

All treatment is free for military personnel. Treatment for dependants and UKBC's is subject to the NHS fee scale.

At the initial inspection potential charges will be discussed and a bill will be raised and signed by the patient, before further treatment can commence the bill must be paid as advised by the dental team.

Payment can be made in cash (Euros) or may be deducted directly from your Head of Household's pay. The receipt must be returned to the Dental Centre before another appointment is given. Full details on these charges and exemption from charges are available at the Dental Centre.

There might be a prescription charge for civilian patients who are not exempt. The cost would be prescriptions is **£9.35**.

Current NHS Banding is as follows:

Band One £23.80
Band Two £65.20
Band Three £282.80
Urgent £23.80

Did Not Attend (DNA's) & Short Notice Cancellations (SNC)

If you have an appointment with the Dentist, it is your duty to attend. Time and resources are wasted when patients do not attend. If you wish to cancel or change an appointment, please give at least 24 hours notice when possible. This will enable us to reallocate your appointment time.

All DNAs are taken seriously and may lead to disciplinary action. In any case, a letter will be sent to the patients and names are forwarded at the end of each week to the relevant RSM.

For Civilian Patients we operate a 'three strikes' policy. If you fail to attend three consecutive appointments your treatment plan will be closed and you will not be offered further routine dental treatment.

If you fail after a third strike, there will be an interview with the Senior Dental Officer (SDO) of the dental centre before another appointment can be offered.

Emergency Dental Treatment

A dental emergency is any acute pain, swelling or trauma to the face and neck.

During Normal Working Hours:

Personnel who require emergency care during normal working hours should contact the dental centre at 0800hrs or as early as possible during the working day.

Out of Hours and Weekends (including public holidays):

The treatment is to be sought at:

- 1. Leuven Hospital, Sint-Rafaël Campus, Kapucijnenvoer 33, Leuven 3000
Tel: (+32) 016332480***
- 2. Cabinet Dentaire De Mons" Rue des Viaducs, 145, 7020 NIMY
Tél: 065/318148 OU – Option 1*.
Available from 0900-1800 Monday to Saturday.***

Any charges incurred during the Dental Emergency can be reimbursed after payment receipt has been verified by the Dental Officer.

On leave:

Service personnel requiring emergency dental treatment whilst on leave in the UK should report to the nearest DPHC Dental Clinic where arrangements will be made for treatment. Where this is impractical due to distance or other difficulty, personnel are to seek **emergency treatment** from a civilian dental practice, normally under NHS arrangements. Fees paid to the civilian dentist may be refunded to the patient on return to his/her unit/establishment once the receipt has been authenticated by the unit Dental Officer. It should be noted that refunds will only be made for the relief of pain only. Charges for routine treatment

(e.g. permanent fillings or crowns) are the responsibility of the Service Person.

The UK Dental Team consist of:

Senior Dental Officer – Maj Watson
Practice Manager – Cpl Lawati
Dental Nurse – LCpl Rai
Dental Receptionist – Mrs Ross

Working Hours

Mon – Thur: 08:00 – 17:00hrs

Fri: 08:00 - 13:00hrs

Travelling Abroad?

Whilst travelling abroad Service Personnel should be aware of the requirement to obtain appropriate travel insurance that includes medical and dental cover, and be in possession of a European Health Insurance Card (EHIC) if geographically appropriate. This applies to UK-based personnel but equally to personnel stationed abroad and on leave outside the country they are currently stationed at. Further details can be found at: AGAI Vol 2, Chap 66 Para 66.020.

Complaints / Compliments / Suggestions

We welcome any comments, suggestions or complaints that you may have. We take complaints very seriously throughout the DPHC. We will investigate your complaint and inform you of the results. The complaints co-ordinator for this practice is: **Cpl Lawati** and the investigating Officer is **Maj Watson**. Please refer to our Practice Complaints Policy displayed in the patient waiting room for further information.

We also take part in a 'Patient Experience Tool' Survey which you can participate in by accessing at:

<https://www.surveymonkey.com/s/DefenceMedicalServicesPatientExperienceSurvey>



This dental centre uses the integrated Healthcare Record (iHR). All Dental staff are registered healthcare professionals bound by the Principles of Patient Confidentiality.

**Patient Information
Leaflet
Dental Centre Shape
Defence Primary Health
Care (DPHC)
DPHC Dental Overseas
BFPO 26**

Telephone Numbers:

Mil: 9205 423 5878

Civ: 0032 6544 5878

