

Terms & Conditions

Payment Policies:

At Mount Nelson Family Dental we require payment on the day of treatment. We accept Cash, EFTPOS, Visa and MasterCard.

We also offer a HICAPS facility, which allows you to claim your treatment costs at the time of your visit if you are privately insured. However, the amount covered by any health insurance provider is an agreement between yourself and your health insurance provider solely.

Preferred Providers

Mount Nelson Family Dental chooses not to participate in 'preferred' provider schemes. Other practices are only "preferred" because they are contracted, no other reason. We do not believe in contracted dentistry and strongly disagree with our patients being charged different fees depending on which health fund they choose.

Mount Nelson Family Dental will maintain its independence because we believe we have a professional obligation to provide the best possible standard of dental care available without any restrictions or influence on the decision making process. We believe in cultivating a quality service that incorporates advice and treatment that is predictable and long lasting for all our patients.

Appointment Times:

We appreciate that your time is valuable and so we make every endeavour to be on schedule. To help us stay on time, we ask you to arrive five minutes before your reserved appointment. Emergencies and unforeseen circumstances may occasionally cause a delay, for which we apologise and seek your understanding and patience.

Cancellation of Appointments:

If you are unable to keep your appointment, please notify us as soon as possible. Due to the high demand at our practice, a fee for missed appointments is charged, including those cancelled within 48 hours of your scheduled appointment.

Privacy:

At Mount Nelson Family Dental, patient privacy is taken very seriously. Not only do we adhere to strict confidentiality regulations, but we also provide an environment that offers privacy throughout your visit. You can be confident your consultations are handled with

complete discretion, your details are stored securely and your information is not disclosed without your consent.