

Practice and Privacy Policies

Practice Policies

Every endeavour is taken to ensure patients are seen on time. You will be appointed an allocated time slot to ensure you receive the care and time required. Stradbroke dental has an SMS and email service to all patients that provides appointment reminders and for six monthly preventive care appointment reminders. It is understood that sometimes patients are unable to attend dental appointments, and in this case 24 hours notice is required to reschedule. Stradbroke dental reserves the right to charge a fee to your account for missed and late appointment changes. This will vary depending on the duration of the appointment time.

Payment is required on the day of treatment and all forms of payments are accepted. VISA, MasterCard, diners, American Express, direct deposit, cheques and cash. We are also able to process your health fund directly through our HICAPS terminal.

For comprehensive treatment cases, please discuss with our dentists treatment payment options.

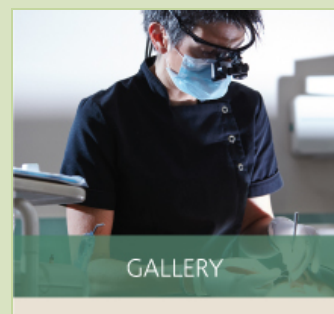
Privacy Policies

Our practice respects your right to privacy and it has systems and processes in place to ensure it complies with the Australian Privacy Principles. This statement is a brief summary of the practice's privacy policy. Stradbroke Dental collects information about you for the purpose of providing health services to you. In addition, personal information such as your name, address and health insurance details are used for the purpose of addressing accounts to you, as well as processing payments and writing to you about our services and any issues affecting your health care. We may collect information about you from third parties to provide you with the best health care.

We may disclose your health information to other health care professionals, or require it from them if, in our judgement, it is necessary in the context of your care.

If you choose not to provide us with information relevant to your care, we may not be able to provide a service to you, or the service we are asked to provide may not be appropriate for your needs. Importantly, if you do not provide information that may be relevant to your care or that is otherwise requested by us, you could suffer some harm or other adverse outcome.

Your medical history, treatment records, x-rays and any other material relevant to your care will be stored by the practice for 7 years.



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