

PRESS RELEASE



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AVOID DISPUTES WITH PATIENTS OVER DENTAL CHARGES, URGES MDDUS.

Dentists are being urged to brush up on their procedures and record keeping in order to avoid being dragged into disputes with unhappy patients over charges.

The UK-wide dental defence organisation MDDUS has noticed a recent upturn in the number of calls to its advisers seeking help on charging disputes.

With an increase in the number of patients seeking more cosmetic treatments and tooth coloured restorations, treatment plans are often a mixture of NHS and private treatment plans.

MDDUS says that more disputes are occurring after treatment has been completed and the patient is presented with a bill that includes private treatment they subsequently claim they were unaware of.

Rachael Bell, dental adviser, says: "Dentists need to ensure that they discuss in detail with all patients which items of treatment are NHS and which are private.

"They also need to clearly justify their reasons why treatment items may not be NHS and make clear notes of their discussions in the records."

MDDUS warns that dentists are losing money where disputes have arisen through lack of good notes regarding discussions around fees and lack of dental estimates clearly stating whether treatment is private or NHS.

Bell adds: "Providing the paperwork may take time, but it can be delegated and with computerised systems need not be onerous. Good record keeping is also essential in order to defend any claim and also to protect dentists from potential loss of much needed income in these budget-tight days."

Ends

For further information contact Colin Calder on 0141 616 2677 or 07850 510881.

Note to editors

MDDUS (Medical and Dental Defence Union of Scotland) is a medical and dental defence organisation providing access to professional indemnity and expert medico- and dento-legal advice for doctors, dentists and other healthcare professionals throughout the UK. For further information on MDDUS go to www.mddus.com.