

Interim Hygienist Appointments Available to book now

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Passage House Dental Care

modern dentistry for all

27th July 2020

We are pleased to announce that we are able to start an 'interim hygienist service' whilst we await further dental guidelines. Mercedes, your usual hygienist will be available Tuesdays and Fridays each week and is looking forward to seeing you again.

Due to the COVID-19 phase we are unable to use the ultrasonic scaler (motorised handpiece used for your hygiene appointment). Mercedes is highly trained and skilled in using non-motorised hand instruments to effectively carry out treatments. However, this will take a little longer than usual.

Interim Appointment Time and Fee

- Approx: 25 minute appointment: £45.00 (slightly above previous 20 minutes at £39 / less than the previous 30 minutes at £56)
- If you require longer treatments you will be advised and informed of the costs before booking

Booking

Please do not come to the practice to book an appointment. Either call our reception to book appointments or email us to request one. Contact details above.

Payments

We will be taking full payment upon booking each time. This can be done over the phone.

Your Health & Before/Upon Arrival

- If you have/have had any COVID-19 symptoms in the weeks before your appointment, or if you are ill in any way please call to reschedule within the times outlined.
- Ensure you use your bathroom before coming as our toilets are closed at this time.
- Please bring with you a face covering and a phone.
- Arrive at least 5 minutes before your appointment and wait in your car/outside the practice. Call reception to let them know you have arrived and wait to be invited in. You will be guided to/from your appointment.

Cancellation/Rescheduling Fee

As we have tried to keep the interim appointment fee as low as possible despite the drastic rise in costs and less appointments per hour, we have to keep this service as full as possible. To avoid last minute cancellations and patients not arriving for their appointments we feel it necessary to bring in the cancellation/rescheduling policy below. Please be rest assured that if you do cancel before the times outlined we would happily reschedule your appointment without charge or refund your fee in full.

Cancellation or rescheduling fee for the interim appointment is £20 if you cancel for any reason after the times outlined below:

- If your appointment is on a Tuesday, inform us before 10am on the Monday before*
- If your appointment is on a Friday, inform us before 10am on the Thursday before*

*You can phone or email the practice to cancel (ensure you get a response if emailing to ensure it has been received).

We will keep you up to date with this important service as guidelines change and look forward to welcoming you back in the practice very soon.

The Passage House Dental Care Team.