



## Welcome to the Melbourne Smile Clinic

- A SMS reminder will be sent 2 days prior to your appointment. This **must** be confirmed at least 24 hours prior. If confirmation is not received, the appointment will be cancelled.
- In case of an unnotified non- attendance of an appointment, a cancellation fee of \$50 (for appointments less than 1 hour) or \$100 (for appointments 1 hour or more) will be charged prior to rebooking.
- Please note that we are not a preferred provider for any health fund. However, benefits can be claimed on day of treatment via HICAPS and a gap payment is usually expected.
- Please note that payment is expected on the day of treatment.
- Upon your first consultation, you will be provided with a treatment plan for your treatment needs. The treatment plan is only an **approximate** estimate of treatment costs.
- Due to the unpredictable nature of dental work, there might be changes to your treatment needs along the way. If that is the case, that will be discussed with you by your dentist before proceeding further with treatment.
- Treatment plans are valid for up to 6 months. If treatment is delayed for a longer time, the treatment needs could have changes in the meantime and a new consultation and treatment plan might be necessary

**Thank you**