



Practice Policies Document

Page 2. Cancellation Policy

Page 3. Financial Policy

Page 4. Separated Parent Policy

Page 5. Privacy Policy

Purpose

South Eastern Children's Dentistry places significant value on promoting efficient, reliable and transparent access to specialist dental care and ensuring its professional, sustainable and safe operation as a health care facility. In order to do so, all appointments are subject to the following terms, policies and conditions.

Policy Review

The below policies were updated on 02/09/2026 and are **scheduled for review/update** within five (5) years ie: by 02/09/2031.

Cancellation Policy

Introduction

This cancellation policy provides information including confirmation of appointments, rescheduling protocols and any cancellation fees to ensure transparency and peace of mind.

Confirming your child's appointment

When you book an appointment with the specialist at South Eastern Children's Dentistry, the allocated time is reserved exclusively for you and your child. Appointments are in high demand, and your advance notice in the event of your inability to attend allows us to schedule a patient who may be in urgent need of care in your place. An SMS is generally sent two business days prior to any upcoming appointments. Please read the text to confirm you have the accurate date, time and location and respond **YES** to confirm. If you need to reschedule the appointment, we ask that you make contact with us on that day to provide us with **48 hours notice** to make that appointment available to another family. Another SMS will be sent the following day if we do not hear from you, followed by a phone call.

Not responding to SMS or phone confirmation attempts **does NOT constitute confirmation of non-attendance to an appointment**. If attempts to confirm your appointment have been unsuccessful and you do not confirm your scheduled appointment, we will remove it from our calendar.

Late Cancellation or Missed appointments

Please advise us as soon as possible if you cannot attend an appointment. This allows us to offer the appointment to another child who may need urgent treatment. Since we are unable to book other patients due to holding the appointment time exclusively for your child, missing, rescheduling or cancelling appointments with less than 24 hours notice will result in pre-payment of the next consultation fee before we can offer you future appointments.

We reserve the right to charge cancellation fees for missed or cancelled appointments to cover the cost of staff wages which have been committed to your planned attendance at our practice. We also reserve the right to request full payment of estimated treatment fees before we provide you with another appointment.

Late Arrival

In order to provide a fair and timely service to all of our patients, we require that patients arrive promptly for their appointments. If you are attending the practice for the first time, we ask that you arrive **five minutes** prior to your allocated time to allow timely completion of any relevant paperwork.

We understand that sometimes being late is outside of your control and we will always do our best to accommodate late arrivals. We ask that you contact us if you are concerned that you may be late. Unfortunately, arriving more than **fifteen minutes** late to any appointment may result in us not being able to see you and you will have to pre-pay your next consultation fee to secure future bookings.

Although we endeavour to and do run to time in most instances, emergencies and unforeseen circumstances may occasionally result in appointment book schedule changes. We trust that affected patients will be understanding in the rare event that this may occur, and we endeavour to contact all affected patients if this occurs to ensure you are not kept waiting excessively.

Cancellation of General Anaesthetic Procedures

When booking your child's General Anaesthetic procedure, our administration team has to complete numerous documents for third parties (Hospital, Theatre, Anaesthetist, Nursing Staff) which takes up significant time and staffing resources. Therefore, if you cancel a General Anaesthetic procedure, the \$500 booking fee will not be refunded. Cancellations within 48 hours of your booked procedure date NOT due to illness or family emergency will additionally incur a \$500 late administration fee, due to overtime and time-in-lieu implications when staff are required to stay back to manage your late cancellation (for example notifying the Hospital, Theatre, Anaesthetist, Nursing Staff of your cancellation as well as making arrangements to alter the admission times and fasting requirements of other children on the affected operating list).

Financial Policy

Introduction

This financial policy provides information including payment options, insurance details, and billing procedures to ensure transparency and peace of mind.

Payment Options

For your convenience, we accept cash, Mastercard, Visa or UnionPay.

If you wish to pre-pay your child's account or place a deposit on file for future treatment fees, bank transfer is also accepted. Remittance once transfer has been made is required so that our accounts team can look into successful payments being made. A receipt will only be provided once the funds have reached our bank account.

Consultation appointments

South Eastern Children's Dentistry is a private specialist practice which does not receive government funding. Our new patient consultation fees will be explained to you at the time of booking your appointment. Whilst we do not bulk bill, we have Hicaps facilities to allow on the spot claiming with most Australian Private Health insurance companies. For this, you must ensure you have Extras cover that includes Dental and that you have the physical card or digital card available at the time of billing. Our specialists are not part of any "No Gap" or "Preferred Provider" schemes. You are fully responsible for all fees charged by this office regardless of your insurance coverage.

For families who are covered by the Medicare "Child Dental Benefit Scheme" (CDBS), our reception team can provide you with Medicare item codes so that you can later claim with Medicare to receive a rebate. Full payment of the entire account is required at the time of the dental appointment.

Treatment appointments

It is our practice policy to give families full information about the financial cost of their child's dental procedure before commencing treatment. Following your child's consultation with our specialist, an itemized treatment plan will be emailed to you. This plan will include all item codes and fees relating to the recommended treatment.

A deposit is required to secure all treatment appointments, scheduled for a time of your preference. A \$200 deposit is required for all treatment procedures in the dental surgery whilst a \$500 non-refundable deposit is required to book General Anaesthetic procedures due to the more onerous administration tasks required for our team to liaise with third parties such as Hospitals, Day Facilities, Anaesthetists and Nursing teams.

General Anaesthetic bookings will require the remaining balance of the estimated dental fees (Minus \$500 deposit) paid no later than 8 days before the scheduled surgery date.

Amendments to treatment under General Anaesthesia

Your treatment plan provides an accurate estimate of professional fees, at the time of consultation. Due to the progression of disease over time and/or changes in the clinical presentation (for example onset of pain or cracking of the teeth), there may be changes to the treatment performed at the time of the procedure. Possible variations may have already been discussed with you at the time of consultation. Any other variations to the treatment plan will be discussed with you mid-operatively for consent (unless advised otherwise by you) prior to the procedures being performed.

If additional treatment is completed at the time of the general anaesthetic, payment of the extra fees is due no later than 10 business days. If variations to the treatment plan result in a credit to your account, a refund of the monies will be made onto the card that was used for pre-payment or via bank transfer to your nominated account following the general anaesthetic procedure.

Separated Parent Policy

Introduction

At South Eastern Children's Dentistry, we understand that families come in many forms, and we are committed to providing care to children and their families with compassion, clarity, and respect. This policy outlines how we manage care and communication when parents are divorced, separated, or no longer in a relationship.

Parent/Guardian Responsibilities

We ask that you please provide any court orders or legal documents that outline current custody arrangements, communication requirements, or medical decision-making responsibilities.

In the absence of court orders, either parent or legal guardian may write to us via email, to authorise nominated individuals to bring the child to appointments, be present during consultations and consent to dental treatment.

We welcome both parents to attend all appointments with the child so they have the opportunity to ask questions and familiarise themselves with all decision-making for the child.

Communication

Our practice management software allows for only one designated primary contact per child, as determined by the registration form. All appointment reminders, reports, treatment plans, and general correspondence will be directed to this primary contact. It is the responsibility of the primary contact to share relevant information with the other parent or guardian. This helps ensure clear and consistent communication and reduces the risk of miscommunication.

To support shared parenting and reduce the risk of miscommunication, the following co-parenting tools can be used to manage schedules, communication and documentation

- Our Family Wizard www.ourfamilywizard.com
- 2 Houses www.2houses.com

Please note: Our specialists are unable to provide separate feedback to the non-attending parent or communicate outside of scheduled appointments. This is because our specialists have other professional commitments outside of the clinic (for example an operating load, lecturing/teaching/research commitments. If you require any additional consultations or discussions with the specialist, we can arrange a teleconsult appointment when they are back in clinic with us. This will be billed at \$180 per 15 minute increment.

When requested and given authority, our administration team can provide completed treatment plans and patient reports to assist a non attending parent or carer. If any third parties such as department agencies, law firms or community service agencies require further administrative tasks to be completed by our staff, fees may apply.

Payment

Payment for all appointments is required on the day of treatment and is the responsibility of the parent or guardian attending the appointment. Any agreements regarding fee sharing, rebates, or payment responsibilities must be resolved between parents prior to the appointment. Our administrative team will do their best to accommodate individual circumstances where reasonable and appropriate.

Our priority is providing a safe, supportive, and child-focused environment for every family. We ask that all parents and guardians work collaboratively with our team in line with this policy to ensure the best possible care for your child.

In circumstances where ongoing disputes, non-compliance with this policy, or communication challenges become disruptive to our staff, clinicians, or practice operations, we reserve the right to discharge the family from our care.

Privacy Policy

Introduction

This privacy policy provides information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register your child as a patient of our practice, you provide consent for our dental practitioners and practice staff to access and use personal information so they can provide you with the best possible dental care. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will generally seek additional consent from you to do this, unless obtaining your consent is not practical or reasonable, and an exception under the Privacy Act 1988 (Cth) applies.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide dental services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your child's dental health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes:

- name/s, date of birth, address/es, contact details (e.g. telephone, email), family contact information
- details of your child's previous dental care by other providers
- details of your child's medical history
- private health insurance information
- Medicare number for identification and claiming purposes
- Eligibility for other funding sources, where relevant (e.g. Child Dental Benefits Schedule)
- information on workers' compensation, motor vehicle and other accident claims, where relevant

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal information via registration.
2. During the course of providing dental services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS.

When, why and with whom do we share your personal information?

We sometimes share your child's personal information:

- with third parties who work with our practice for business purposes, such as information technology providers – these third parties are required to comply with APPs
- with other healthcare providers
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process

When there is a statutory requirement to share certain personal information (eg. some diseases require mandatory notification)

Only people who need to access your information will be able to do so. Other than in the course of providing dental services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

How do we store and protect personal information?

Your child's personal information may be stored at our practice in various forms.

South Eastern Children's Dentistry is predominantly a paperless practice. Any scannable documents that may be posted or presented in clinic to our practice is immediately scanned and uploaded into our cloud based practice management software 'Praktika'. Paper records are then shredded and disposed of. Hard Copy radiographs are generally scanned and returned to the family for at home record keeping.

For further information regarding the secure storage of data in Praktika, see the below link:

https://praktika.com.au/privacy_statement.html

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their dental records. We ask that you put this request in writing via email and our practice will respond within a reasonable time. (10 business days is considered reasonable).

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and to assist us with attending to your request we would prefer you to make such requests in writing via email.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve your issue/s in accordance with our resolution procedure. Please direct all feedback or complaints via email to office@sechildrendentistry.com.au attentioning the Practice Manager. South Eastern Children's Dentistry considers and responds to all feedback in a timely manner (within 14 days).

You may also contact the Office of the Australian Information Commissioner (OAIC). The OAIC may decide not to investigate your complaint if you have not raised it with the practice first. If you have lodged a complaint with us, and we have not responded within 14 working days or you are dissatisfied with our response, you may then take your complaint to the OAIC. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.