

## Prepayment Policy

We implemented a prepayment policy for treatment services in 2020. This means that we kindly request patients to prepay for their scheduled treatment prior to receiving the service. We made this decision to improve the efficiency of our operations and provide enhanced care to our patients.

Prepayment offers several benefits, including:

- **Streamlined Processes:** By prepaying for your treatment, we can streamline our administrative procedures, reducing wait times and ensuring a smoother experience for all patients.
- **Financial Clarity:** Prepayment allows you to have a clear understanding of the financial aspects of your treatment upfront. You can proceed with your care with the confidence of knowing that the payment has already been taken care of.
- **Improved Service Delivery:** By allocating resources more effectively, we can focus on providing exceptional care and personalised attention to our patients. Prepayment helps us optimise our services and maintain the highest standard of quality.

To facilitate the prepayment process, we offer several convenient payment options. You can choose to make your payment via credit card, debit card, bank transfer\* or in cash. Our staff members are available to assist you in selecting the most suitable payment method and guiding you through the process.

We understand that medical expenses can sometimes pose financial challenges for individuals. If you are facing difficulties in prepaying for your treatment, we encourage you to contact our reception team on 01274 851582. We are committed to finding solutions and exploring flexible payment arrangements to ensure you receive the care you need.

We value your trust and partnership in your healthcare journey. This prepayment policy is designed to enhance our services and provide you with the best possible care. If you have any questions or require further clarification, please do not hesitate to contact us.

\*For bank transfer:

Account number: 86261760

Sort Code: 30-65-22

Reference: First 5 letters of your surname and date of birth

For example: SMITH24052023

