

## **BMB Dental Pty Ltd (trading as BMB Dental Clinic) terms, conditions and policies for attending patients:**

In this document 'we', 'us' and 'our' will refer to BMB Dental Clinic, Dr Babak Moharrami, associate dentist, oral hygienist, oral health therapist, dental assistant and receptionist which is providing the service at the time patient attends to the clinic. Likewise 'you' and 'your' refers to patient and/or patient's guardian regardless of if guardian attends to the clinic at the time of patient attendance or not.

By signing this document or attending to BMB Dental Clinic, you agree to abide by all terms and conditions bellow.

While we always try our best to inform you of your current or potential dental disease or dental problem, its diagnosis and prognosis, the treatment options and best treatment plan, potential side effects of treatment or possible accidental damages to your tooth, mouth or general health, detailed and total cost of treatment and the time span needed for performing the treatment plan, it is only your responsibility to ask for whatever information which you possibly could be interested in to know before start of treatment. By agreeing to us to start the treatment for you, you give us the consent that you have been informed enough about your treatment and all other related matters mentioned above.

All balances need to be paid at the end of each session. In case of late payment a 1% monthly interest (12% a year) will be applied. Any balance which still left after 3 month will be sent to debt collectors. The cost of collection and monthly interest will be added to the original balance before sending it off to debt collector.

In case of a partially done treatment which you do not want to have it finished for any reason, we keep the right to ourselves to decide to charge you in full or in partial.

We keep the right to change our service prices without any notice. All prices mentioned on your treatment plans which we print and hand out to you are only valid for 3 month from the date of issue. We keep the right to change your treatment plan whenever we recognize it is in your best interest. We will inform you from the change before performing it. Change in treatment plan may cause change in total cost of treatment and is payable by you.

We keep the right to refer you to specialist whenever we feel it is in your best interest. We will inform you from decision and the reasons and you will get charged partially depending on the amount of work has been done. We are not liable for any cost you incur from seeing the specialist and it is your responsibility to pay the cost of treatment by specialist.

We guarantee all our services. Depending on type of the service the warranty period will be different. For details on warranty periods visit our website at [www.bmbdentalclinic.com.au/warranty-periods](http://www.bmbdentalclinic.com.au/warranty-periods). We keep the right to change the warranty periods for any individual service at anytime without any notice.

All the services which involve ordering any product from dental laboratories are guaranteed by us but the product will be guaranteed by laboratory. For providing you with a replacement for the guaranteed product we may need to redo some procedures which we cover them under our service warranty. We are not liable for any damage or harm those products or replacing them may cause for you.

We keep the right to work with any dental lab which we prefer and feel it is in the best interest of our patients.

We are not liable for any dental product or oral hygiene product which we sell or give you as sample for free. We do our best to make sure of the quality of those products but we are not liable for any possible damage or harm they may cause you for any reason.

All the information and instructions provided on our website is purely for your general knowledge and is not a substitute for proper dental or medical advice. We are not liable for any consequences of following or using those information and instructions. We keep the right to change the content of our website without any notice.

Our special offers are available to you only after a careful evaluation of your teeth and oral environment. We keep the right to deny doing any treatment that we think is not in your best interest. We keep the right to change our special offers at anytime without notice.

Our free consultation is not a comprehensive exam and does not include any x-ray. It is mainly for a quick assessment of your teeth and giving you the treatment options, treatment plan or a quote regarding what is the concern for you.

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## **BMB Dental Pty Ltd (trading as BMB Dental Clinic) privacy policy for attending patients:**

We respect your privacy and we make sure to keep our records safe. We collect your personal information and health history to provide you better health services. Also this information will be used for billing purposes, processing payments, debt collections and sending you letters, emails or SMSs as reminders and recalls. We may collect information about your health from other health professionals or provide them with your health information upon their request if, according to our judgment, it is in your best interest. We may also use part of your health information for study purposes and case shows, however, in those situation we never disclose your identity.

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