HOW DOES THE WORLDWIDE DENTAL EMERGENCY ASSISTANCE SCHEME WORK?

Whilst a member of the dental plan, should you suffer a dental trauma, a dental emergency or be diagnosed with oral cancer you will be eligible to make a request for assistance from the Worldwide Dental Emergency Assistance Scheme. The Scheme responds to such requests on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, the Scheme has no obligation to provide any benefit unless the Scheme Manager (the person appointed to administer the Scheme) first decides (in its sole and absolute discretion) that the Scheme should provide a benefit. There are some circumstances in which the Scheme is not designed to help (these situations being similar to exclusions under an insurance policy) and these are explained in more detail in the Worldwide Dental Emergency Assistance Scheme Handbook. The Scheme Manager will look at each case individually to assess the request for a benefit. Certain restrictions and limitations may apply in the event that your request for assistance is accepted and it is possible that in some cases the Scheme Manager will decide to provide no benefit.

If your request for assistance is accepted by the Scheme Manager you will be eligible to receive benefit payments from the Scheme in the following situations (up to the limits set by the Scheme and published from time to time):

- ✓ The cost of dental treatment by any dentist up to a maximum of £10,000 for any one incident of dental trauma
- ✓ The cost of:
  - emergency call-outs
  - pain relief or emergency temporary treatment
- ✓ A specified amount for each complete 24-hour period of hospitalisation wholly or partly under the care of a consultant who specialises in dental or maxillofacial surgery
- ✓ A specified amount if you are diagnosed with oral cancer and this is the primary cancer site

You will also have 24 hour access to a worldwide dental emergency helpline.

Please refer to the Worldwide Dental Emergency Assistance Scheme Handbook for full details.

The Worldwide Dental Emergency Assistance Scheme is operated by Worldwide Assistance Ltd (Company No. 10907861), a company registered in England and Wales.

Registered Office: Cambrian Works, Gobowen Rd, Oswestry, Shropshire SY11 1HS.

The Worldwide Dental Emergency Assistance Scheme is NOT an insurance product and is NOT regulated by the Financial Conduct Authority.

At JLR O'Donnell Dental Practice we take great care with all the personal data we hold to ensure that we comply with best professional practice and with the law.

For a full copy of our data Privacy Notice please ask at reception or have a look at our website.

Dentists

Richard O'Donnell BDS (Dundee 1997)
GDC: 73376

Fraser Borland BDS (Dundee 2013), MFDS RCS (Edinburgh 2015)
GDC: 243924

Hygienist/Therapist

Sharon Cahoon EDH (1999)
GDC: 5604

Contact

JLR O'Donnell Dental Practice
1 Liberton Brae
Edinburgh
EH16 6AQ
t **0131 664 4768**
e **reception@jlrodonnell.com**
w **www.jlrodonnell.com**

Opening Hours

Monday: 9.00am - 5.30pm
Tuesday: 9.00am - 5.30pm
Wednesday: 9.00am - 5.30pm
Thursday: 9.00am - 7.00pm
Friday: 8.00am - 4.00pm
Saturday:
Available by arrangement only

Emergencies

0131 664 4768

Away from home helpline:
(UK) 0808 169 8117
(Abroad) +44 1691 887 955

EST·1970

JLR O'DONNELL

DENTAL PRACTICE

AFFORDABLE HIGH QUALITY DENTAL CARE

CARE PLAN

t 0131 664 4768 e reception@jlrodonnell.com w www.jlrodonnell.com

CARE PLAN

JLR O'Donnell Dental Practice offers the highest standard of dental care provided by our skilled team of dentists, hygienist, reception and nursing staff who are all qualified with many years experience in private practice. Our team is passionate about providing you with the best possible care and we ensure to keep up with the latest developments and facilities available.

YOUR BENEFITS

- all your routine dental treatment is included
- payment by convenient monthly Direct Debit, allowing you to budget
- early identification of dental problems to prevent pain, discomfort and inconvenience
- regular visits to the Hygienist for sparkling teeth and fresh breath
- appointment times to suit you whenever possible
- priority booking in the event of a dental emergency
- discount for annual payers
- access to a 24 hour dental emergency helpline 365 days per year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Terms and conditions within this brochure are subject to change without notice.

WHAT DOES OUR PLAN INCLUDE?

Our Care Plan is available from £58.64 per month and covers:

- 2 x detailed 5 point dental health examinations per year with discussion of possible treatment and future prevention of any dental disease found
- up to four 20min visits to the Dental Hygienist per year for preventative advice and treatment
- all x-rays
- all tooth restorations
- crown and bridgework (excluding laboratory fees)
- any tooth removal (not requiring referral to a specialist Oral Surgeon)
- dentures (excluding laboratory fees)
- extensive preventive advice including diet and oral hygiene advice
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

The monthly plan cost includes the charges for management and administration payable by you to DPAS.

WHAT IS EXCLUDED FROM OUR PLAN?

Although non-routine services are available from the practice, some items fall outside the scope of the plan and are not covered by the monthly payment namely:

- cosmetic dentistry
- referrals to specialists
- implants
- orthodontics
- root canal treatment.

Treatment not covered by the plan can be paid for separately, but as a loyal plan member you will be eligible for discounts on these treatment options.

HOW DO YOU JOIN OUR PLAN?

We carry out an assessment to ensure that our plan will meet your needs and you will be advised of the monthly amount to pay to cover all your routine dental treatment and the charges for management and administration payable by you to DPAS.

Then joining is very simple. All you have to do is complete a registration form for us and a Direct Debit mandate and authorisation form for DPAS.

If you choose to leave the plan for any reason you can do so by simply giving us one month's notice.

Our dental plan runs on a rolling 12 month basis. Should you choose to leave the plan you may be liable for any discounts that you have received within this period.

Please be advised that we will ensure that you are in correct banding depending on your dental health every 18 months.

WHAT HAPPENS IN AN EMERGENCY?

Please call the dental practice and they will endeavour to help you.

IF YOU ARE AWAY FROM HOME?

You will have access to a 24 hour, 365 day worldwide dental emergency helpline, which will endeavour to find an English speaking dentist to assist you.

ANY QUESTIONS?

If you have any questions about our plan, please contact our reception team who will be happy to provide further information and guidance.

Our list of Private Fees remain fixed for one year.