

Terms and Conditions for Dr Winston S Thobela dental practice, Trading As Erapy Dental

Last updated: 03 January 2025

1. Introduction

1.1. These Terms and Conditions (“Terms”) apply to all services provided by Erapy Dental , a dental practice located at 340B Ontdekkers Service Road, Discovery, Roodepoort, 1704. By using our services, you (“the Patient”) agree to comply with these Terms.

1.2. If you do not agree with any part of these Terms, please refrain from using our services.

2. Appointment Scheduling and Cancellation

2.1. Appointments can be made via our website, phone, or in person.

2.2. We require at least 24 hours notice for cancellations or rescheduling. A cancellation fee of R150 per 30 minutes may apply for late cancellations or no-shows.

2.3. We reserve the right to refuse future appointments if cancellations are frequent or if payment is not made on time.

3. Payment and Billing

3.1. All fees for services provided must be paid in full at the time of treatment unless otherwise agreed.

3.2. The Practice accepts card, and EFT. For EFT payments, patient will please use surname and file number as reference.

3.3. We may require pre-payment or a deposit for certain treatments, which will be communicated prior to booking your appointment.

3.4. If your account remains unpaid for more than 30 days, an automated statement will be sent to your email address, the Practice may refer the account to a collections agency, and you will be liable for any additional collection costs.

4. Medical History and Consent

4.1. You are required to provide accurate and complete information about your medical history, current medications, and any known allergies. Failure to do so may affect the quality of care provided.

4.2. By receiving treatment, you consent to the use of anesthesia, dental procedures, and any other treatments deemed necessary by your dentist.

4.3. You have the right to refuse any treatment or procedure, but this may affect the effectiveness of your dental care.

5. X-rays and Treatment Requirements

5.1. Certain dental treatments may require diagnostic X-rays, including, but not limited to, Panoramic X-rays (Pan X-rays) to ensure the safety and effectiveness of the treatment.

5.2. The clinician reserves the right to refuse or delay treatment if an X-ray is deemed necessary for the appropriate diagnosis and planning of your treatment, and you are unwilling to take the required X-ray(s).

5.3. Pregnant females must inform the dental staff prior to any X-ray being taken. In line with safety protocols, X-rays will not be performed on pregnant individuals unless deemed absolutely necessary, and alternative diagnostic methods may be discussed.

5.4. If you have concerns about X-rays, please discuss them with the dental staff prior to treatment. Your safety and well-being are our top priority.

By signing, i confirm that i have read and understood the Terms and Conditions.

Signature: _____

Date:

6. Treatment Delays and Prioritization

6.1. Due to the nature of some dental treatments, there may be times when we run behind schedule. Treatment times can be difficult to predict because of the complexity, difficulty, and potential for complications inherent in certain procedures.

6.2. In cases where unexpected delays occur, we appreciate your understanding and patience. We will make every effort to ensure that your treatment is completed as efficiently and safely as possible.

6.3. Emergency patients, the very elderly, and patients experiencing pain or discomfort will be prioritized. This may result in delays for patients with non-urgent appointments. We thank you for your understanding in these situations.

7. Refrigerator Use and Refreshments

7.1. We provide a refrigerator with water, fruit, and occasionally juice for patients' enjoyment during their visit.

7.2. The first serving of juice or water is complimentary to each patient.

7.3. To ensure fair access to refreshments for all patients, we kindly ask that you limit your consumption to one juice or one water per patient.

7.4. For any subsequent servings of juice or water, a charge of R25 per unit will apply for the third and any additional drinks. This fee is in place to minimize the potential for abuse and ensure that we can continue to provide refreshments to all patients.

8. Privacy and Confidentiality

8.1. We value your privacy and will handle your personal information in accordance with the Protection of Personal Information Act (POPIA) and other relevant privacy laws in South Africa.

8.2. Your personal and medical information will not be shared with third parties without your consent, except as required by law or for treatment purposes.

8.3. You may request access to your records at any time. Please contact us for more details.

9. Liability

9.1. While we take every reasonable step to ensure the safety and well-being of our patients, the Practice and the clinicians are not liable for any adverse outcomes that may arise during or after treatment, unless caused by negligence or misconduct on the part of the Practice.

9.2. The Practice will not be liable for any loss or damage to personal property during your visit to the Practice.

10. Health Insurance

10.1. The Practice may accept payments from medical aid providers. However, it is the patient's responsibility to verify their coverage and ensure payment is made by the medical aid.

10.2. If your medical aid does not cover the full cost of treatment, you will be responsible for any outstanding amounts.

11. Changes to Terms and Conditions

11.1. The Practice reserves the right to amend or update these Terms at any time. Any changes will be communicated to you, and your continued use of our services constitutes acceptance of the revised Terms.

12. Governing Law

12.1. These Terms and Conditions are governed by the laws of South Africa, and any disputes shall be resolved within the jurisdiction of the South African courts.

By signing, i confirm that i have read and understood the Terms and Conditions.

Signature: _____

Date: _____