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Referral service

## Overview for dentists



### Referrals for treatment requiring sedation

Treating nervous, anxious and dental-phobic patients can be stressful, time consuming and in many cases impossible unless the patient is sedated.

Our referral service is designed to provide your patients with a complete range of dental treatments using intravenous and inhalation sedation.

### Referrals for dental implants

If you already place dental implants then you can use our referral service to treat dental-phobic patients requiring sedation or to complete more complex procedures such as bone grafting and All-on-4 dental implants. Alternatively, if you don't place implants at all, our dental referral service is designed to extend the treatments you offer to include all dental implant procedures:

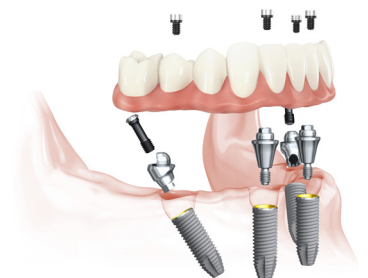
- ✓ Single dental implants
- ✓ Multiple dental implants and bridges
- ✓ All-on-4 dental implants (see below)
- ✓ All-on-4 with Zygomatic dental implants (see below)



### Referral for the All-on-4 (teeth in a day) procedure

The All-on-4 dental implant solution provides patients with permanently fixed, natural feeling and functioning teeth. Using only four implants the

All-on-4 technique can be completed in one day rather than a series of appointments over a period of months.



### Referral for the Zygomatic All-on-4 procedure

01242 655554 [reception@arnicadentalcare.co.uk](mailto:reception@arnicadentalcare.co.uk) [www.arnicadentalcare.co.uk](http://www.arnicadentalcare.co.uk)

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To view our privacy policy please go to [www.arnicadentalcare.co.uk/privacy-policy](http://www.arnicadentalcare.co.uk/privacy-policy)



If your patient appears to have insufficient bone for an upper All-on-4 using normal length implants, then the Zygomatic All-on-4 procedure, with extended rear implants that anchor to the Zygomatic arch or cheekbone, could be the solution.

## Referrals for CBCT scans

Arnica has recently invested in one of the most advanced Cone Beam CT scanners on the market - the PaX-i3D Smart.

Dental Cone Beam CT scans (CBCT Scans) will provide you with high resolution, 3D volumetric images for more accurate analysis of bone structure and dental/tooth orientation.

## Referrals for complex surgical procedures

We can supplement the treatment you already offer with more complex procedures which may otherwise require hospital treatment.

- ✓ Difficult extractions
- ✓ Sinus lifts/grafts
- ✓ Alveolar block grafts
- ✓ Soft tissue grafts
- ✓ Apicetomies
- ✓ Full mouth rehabilitations

## Benefits of using our referral service:

### Provide your patients with more treatments

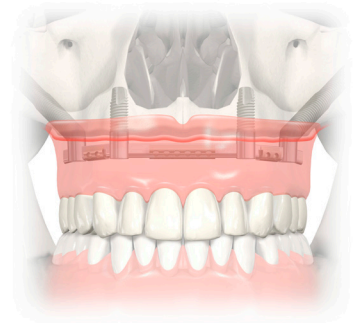
By supplementing the care you offer with our referral service, you can provide existing and prospective patients with a more comprehensive range of treatments to rival most other practices.

### Complete treatment faster

Treating difficult patients (who are phobic or require complex surgical procedures) is challenging and time consuming and for the benefit of all involved needs to be completed quickly.

Once we have received your referral form we will contact your patient immediately to book them in for an initial referral examination at a time to suit them. We will then complete treatment as soon as possible, returning the patient to your ongoing care faster than many other referral services.

### Maximise revenue



Using our referral service will free up your time to concentrate on other treatments that you can deliver more efficiently and profitably.

## Peace of mind

We are also known as Cheltenham's Dental Sedation Centre specialising in treating nervous, anxious and dental-phobic patients. As experts in minimising discomfort and anxiety you can be confident that your patients are receiving the best possible referral treatment and care.

We do not compromise on quality. Whilst this commitment may result in moderately higher fees, you can be confident that the treatment your patient receives is of the highest standard.

## Finance should not be an obstacle to essential treatment

We understand that the financial considerations can sometimes be an obstacle to receiving treatment.

With this in mind, we have teamed up with Hitachi Finance to provide patients with interest free and interest-bearing finance options that allow them to spread the cost of treatment between £1000 and £50,000 over 36 months.

## Everything you need is now online!

Our referral portal within our website now comprises all the information and resources you need to refer patients to us with ease including:

- ✓ Easy to use on-line referral form
- ✓ Referral service fact-sheets
- ✓ Patient referral guides
- ✓ Easy to use on-line referral form

[www.arnicadentalcare.co.uk/referral-portal/](http://www.arnicadentalcare.co.uk/referral-portal/)

Many of our referral dentists prefer to use our on-line referral form which is easy to use and comprises a feature to up-load digital attachments such as X-ray scans:

Once completed you will receive a copy of the referral form for your records.

[www.arnicadentalcare.co.uk/patient-referral-form/](http://www.arnicadentalcare.co.uk/patient-referral-form/)

## Our referral guarantee



We value the trust you place in us to provide your patients with the best possible referral treatment and care.

To pledge our commitment to this we have written a referral guarantee that puts your interests and those of your patients first.

1. Our priority is to ensure that your patient receives the best treatment and care available in terms of quality and value for money.
2. On receipt of your referral form we will contact your patient immediately and see them for a referral examination within 5 working days.
3. If we recommend alternative or additional treatment to the treatment you referred them for, we will contact you before proceeding.
4. We will provide your patient with a treatment plan and an estimate of how much the treatment will cost.
5. We will discuss the treatment plan in detail with your patient so that they fully understand what their options are and can make a well-informed decision.
6. If requested we would be happy to discuss the treatment plan in detail with you prior to your patient having to make a decision.
7. We will keep you fully informed throughout your patient's treatment so that you can discuss it with them at any time.
8. In the rare event of post-treatment complications we guarantee that your patient receives remedial care as a priority.
9. We never solicit the business of any referral patient beyond the scope of the referral work itself. In the rare case that a referral patient requests to transfer to us we always advise them that is our policy NOT TO encourage referral patients to join us and that they should discuss their future treatment and care with their dentist first.
10. We will do all we can to help strengthen the professional relationship you have with your patient including highlighting the fact that we work in partnership with you and that you remain fully informed at all times.

Dr Eleanor Ledger BDS (Wales) FDS RCS (England)



Ellie Ledger (dental surgeon)

