

Application for renewal of the Dental Holiday Smile Clinic; the Code of Practice, Treatment Abroad

The application for the renewal to the Code of Practice was submitted by Nika Csicsoova, Clinic and Patient Manager. The renewal process includes an assessment of the completion of the organisational details and random sampling of the supporting evidence, to assure compliance with a minimum 4 sections of the Code of Practice, reflected below. In some circumstances further sampling will be undertaken if additional assurance or information is required.

This renewal assessment included a random crosschecking of information for the following:

Section	Title	Comment	Outcome
2.1	Organisation formation	The renewal application provided all required organisational information and contact details for the clinic. These are also available on the “contact us” page of the website. http://www.dentaholiday.co.uk/contact-dental-holiday	Met
2.2	Clinical Details	<p>Information and photographs about practitioners and staff at the clinic is available on the website: http://www.dentaholiday.co.uk/dental-clinic/ and also contains a link to information about the clinic’s support staff.</p> <p>Doctor Marek (Mark) Salka leads the Smile Clinic. The website contains details about his qualifications/education, experience and specialist areas of interest. There are also copies of his certificates for people to view online.</p> <p>Clear information in respect to qualifications, training and experience is provided about other practitioners as well as languages that individuals speak.</p>	Met
2.5	Payment information	<p>Information with prices and some payment information is available on the webpage: http://www.dentaholiday.co.uk/cost-dental-treatment-abroad/</p> <p>This information advises that patients are presented with the treatment costs after the treatment, with the details of what is to pay and how payments can be made. Crowns and veneers are noted to require a part of the payment to be made ahead of treatment starting. The treatment plan provides details of the costs of treatment and the terms of making a payment. An example of this information was provided to support the renewal application.</p>	Met

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	Patient journey	<p>This information is contained in a webpage from a link at the bottom of the webpages called "Checklist" which the Assessor recommends may be more beneficial in a more prominent place of the website as it provides very clear information about each step of the process for patients.</p> <p>http://www.dentalholiday.co.uk/checklist</p> <p>This includes information includes details from initial enquiry through to arriving at the airport, treatment and payments. Additional information is also communicated to patients individually as part of the booking process.</p>	Met
2.14	Complaints	<p>Information about how to raise a complaint is provided in the documentation sent to patients to confirm the booking. Patients are provided with information with contact details for raising a complaint. The Assessor has recommended information about the complaints policy is made available on the website so this is more readily accessible along with the wide range of information about the clinic.</p>	Met
Conclusion The Dental Holiday, Smile Clinic demonstrated continued compliance to the standards assessed for the Code of Practice. A complete application was assessed with the website information, with additional supporting information being provided when requested by the Assessor to support the requirements of the Code of Practice. The Assessor is pleased to recommends Dental Holiday's application for renewal to the Code of Practice.			