

The application for the renewal to the Code of Practice was submitted by Pierre Chaker, 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	All the required organisational information has been fully completed with the application submitted by Pierre Chaker.	Met
2.2	Clinical Details	<p>Comprehensive information is provided for the clinic practitioners in the “Our Team” section of the website: https://www.helvetic-clinics.co.uk/team/</p> <p>Doctors Peter and Laszlo Lukacs manage the Budapest Dental Clinic and a list of all practitioners is available on this webpage with a link to details about each individual. The information contains a photograph, qualifications, experience, special interests and participation in post graduate professional development.</p> <p>In addition there is an explanation about each of the roles of staff working in the clinic.</p>	Met
2.5	Payment information	<p>Clear information about how and when payments are made is available in the FAQ section of the website: https://www.helvetic-clinics.co.uk/faq-dental-treatment-abroad/</p> <p>Payments are not made in advance, and the first 50% of an invoice due is paid when the treatment episode starts and the payment of the remaining invoice is paid on completion. The information explains how invoices are issued and how these fit with the treatment plans.</p> <p>Information about methods of payment is provided in the same above section. An example invoice also demonstrated clear recording of what is being charged.</p>	Met

	Patient journey	<p>The renewal application advised that there had been no changes to the description of the patient journey which is a step by step, easily accessible description of what to do from first making an enquiry, booking a treatment through to arrival at the clinic.</p> <p>The webpage setting out the information is: https://www.helvetic-clinics.co.uk/budapest/</p> <p>This includes information about travel and accommodation, who is responsible and what to expect when you arrive. Helvetic clinics also include a pick-up driver service from the airport. The step by step guide sets out a clear guide for people about what they need to do and how to start arranging their treatment plan.</p>	Met
2.14	Complaints	<p>Clear and full Information for people about how to raise a complaint or concern is available from the “Complaints Policy” link at the bottom of each webpage here: https://www.helvetic-clinics.co.uk/complaints-policy/</p> <p>Information advises how to raise complaints verbally, by letter or using the complaints form provided on the website; all of which the Assessor sees as a positive patient focus, ensuring that such a process is made as easy for an individual as possible.</p> <p>In addition to providing information about how to raise a complaint this webpage explains how complaints are handled so an individual will know what to expect and offer reassurance that there is a commitment to resolve concerns. The information goes on to explain how the clinic management use complaints as an opportunity to learn and keep improving services with such an example provided to the Assessor as part of the renewal application.</p>	Met
Conclusion		Helvetic Clinic has demonstrated continued compliance to the standards assessed for the Code of Practice. A complete application was assessed 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 recommend the application of Helvetic Clinics for renewal to the Code of Practice.	