

Information regarding patient transfers

It is not uncommon for a patient to transfer their care from one Orthodontic practice to another. This normally occurs when a patient moves into the area, having started the treatment elsewhere.

The transfer process involves the following steps:

1 A referral

- Private patients may contact us directly for an appointment.
- NHS patients require a referral from an NHS dentist or an NHS Orthodontist. In case of an NHS practice closure, we may contact you directly if we have been instructed by the NHS Area Team.

2 Information that we need

We normally require the patient name, date of birth, address and telephone number. We also need details about the Orthodontist from whom the patient is transferring and the reason for the transfer request.

3 An appointment

Our receptionist will arrange an appointment for a consultation. During that visit we will assess the condition of the teeth and the Orthodontic appliance or retainers. We may take a set of photographs or other records as needed. We may also attend to the Orthodontic appliance if necessary in order to ensure the health of the teeth.

4 A Copy of records

If it appears necessary and appropriate for the transfer, we would give you a permission for disclosure of information form to sign, so that we may contact the previous Orthodontist for a copy of the clinical records.

5 In the interim

We would arrange to see you again to adjust the Orthodontic appliance if necessary whilst we wait for a copy of the records, or an approval for the transfer for NHS patients

- An NHS patient transfer has to be approved for funding by the NHS Local Area Team. We would forward relevant information to an area team manager for consideration of approving the transfer.
- It is also important that you continue to keep regular appointments to see your general dentist to ensure the health of your teeth and gums whilst you wait for a confirmation of the transfer.

6 The continuation treatment plan

We will finalise the continuation treatment plan once we receive the records. NHS patient will continue their treatment with us if approved by the NHS Area Team. An NHS patient may choose to undergo continuation of care on a private basis if the approval is declined by the NHS Area Team. Private patients will be provided a quote for completion of the treatment.

For more information please call [01727238880](tel:01727238880) or visit our website at www.ortho-centre.co.uk.

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