



Dear Patients,

We invite you to kindly read our clinic policy before starting treatment with us. Please do not hesitate to approach our clinical staff/dentist if you require any clarification or if you have any comments, questions or concern. Should you not be satisfied with our responses, we will understand if you decide to seek treatment elsewhere.

### **Our Clinic Policy**

#### **Staff - Written contract**

- There shall be a written contract between the practicing registered dental practitioner and the clinic.
- There shall be a written contract between the employed dental clinic assistants and the clinic.

#### **Patients**

##### **1. Registration**

- The patient is required to provide MyKad or Passport upon registration.
- All treatment is done on appointment basis with the exception of dental emergencies.
- The new patient is to grant consent upon registration. Consent will be obtained from the parent or guardian for an individual under the age of 18,
- The patient is required to provide medical history and the purpose of visit to the clinic.
- All information will be keyed into the computer and will be added into the patient's information
- The patient will be called into the Surgery by turn.

##### **2. Appointment**

- The patient is to arrive at least 5 to 10 minutes before the appointment.
- The walk-in patient will only be attended to in cases of emergency (e.g., bleeding or acute pain) or if a scheduled appointment is cancelled.
- The patient is required to inform us of any cancellation 1-2 days before the day of treatment/ when a reminder is sent.
- There will be a compound for last-minute cancellation or "no-show" for an appointment made

##### **3. Billing**

- The cost of treatment will be keyed into the patient's record under the clinic management software (Dr Assist) after every treatment.
- Payment shall be borne by the patient at the reception counter.
- We accept payments in cash or debit/ credit card or via bank online transfer or mobile payment apps e.g. DuitNow Boost/ Sarawak Pay.
- We only accept payment in cheque form from our regular patients.



#### **4. Treatment Fee**

- The patient can request for the estimated cost of a particular treatment.
- The patient can access detailed billing procedures by requesting information from the front-desk staff
- The patient has the right to request a detailed billing statement for the full series of follow-up treatments, which will be provided at no additional charge.

#### **5. Dental Procedures**

- **Restorative:** A free restoration will be provided for the same tooth if the initial restoration dislodges, cracks, or debonds within three (3) months after issuance.
- **Prosthesis:** The patient is entitled to unlimited adjustments to prostheses/dentures within three (3) months of issuance, at no additional charge.

#### **6. Pharmaceutical Services**

- Medications will only be prescribed by the registered dentist.
- Medications will only be dispensed following a prescription by our registered dentist.

#### **7. Referral**

- The dental practitioner may refer the patient to another practice in the patient's best interest
- A referral letter (hard or soft copy) will be provided to the patient.

#### **8. Rights of the Patient**

- The patient has the right to be informed of their dental condition, treatment options, and associated costs.
- The patient will be treated with dignity, respect and courtesy.
- The patient may request a treatment report after bill settlement within a reasonable time.
- The patient may ask questions regarding treatment or billing.

#### **9. Patient's Grievance Mechanism**

- The patient may file a complaint at any time with clinic staff or the dental professional, whether in writing, verbally or via electronic communication (e.g., email, text message to mobile). Please refer to the chart enclosed.

#### **Infection Control**

- Daily, weekly, and periodic cleanliness will be maintained by staff according to the duty roster.
- Dental equipment maintenance will be performed by trained staff, with records kept.



#### **Transportation of Laboratory Specimens.**

- Plaster models for external laboratory work will be transported by staff of external laboratories.

#### **Transportation of Clinical Wastes.**

- Non-clinical waste will be disposed of with regular waste.
- Clinical waste will be disposed of using designated waste bins by the relevant disposal company, i.e. Trienekens (Sarawak) Sdn. Bhd.

#### **Volunteer**

- All volunteers will be screened and have their personal details recorded
- Volunteers will receive proper training and identification

#### **Incident Reporting**

- Staff must report unforeseen incidents to the person in charge.
- The person in charge will address the situation and report to relevant parties as needed.

#### **Complaints / Suggestions**

- We welcome any comments/ suggestions/ feedback from you.
- Kindly contact Dr. Christina Tan / Dr. Magdalene Phang or our Clinic Staff at our telephone numbers below, during clinic hours.  
**+6082-452505 or +6013-5644066**
- Or email us at: [drchrisdental1@gmail.com](mailto:drchrisdental1@gmail.com) or [drchris@chris-dental.com](mailto:drchris@chris-dental.com)
- We will try to respond soonest or within 14 days.

Thank you very much.