



Dear Sir/ Madam,

Welcome to West Preston Dental!

Your Community Dental Health Clinic has kindly referred you to our practice on the Victorian privately contracted dental scheme. This entitles you to treatment paid for or subsidized by your Community Dental Clinic at our dental practice. Below is some information about our practice -

Our practice is a family practice which has operating continuously for over 40 yrs. We have been fortunate enough to develop a strong following of local patients whom we have had the pleasure of serving over these years. We perform treatment on all our patients to the best of our ability, private or public referred. Please feel free to visit our website westprestondental.com.au for further information.

How to obtain dental treatment –

1. Ensure you have a **valid** Voucher from your Community Dental Clinic.
2. Call us on **9478 0119** to make an appointment. Please advise us you have been referred by your Community Dental Clinic, so we can take care of administrative tasks on our end.
3. When you come in for treatment you **must** have your voucher which we are required to verify is valid. If it is not, or you forget your voucher then unfortunately, we may have to treat you as a private patient, and charge you the appointment time made.
4. After treatment, you will be charged a small amount of actual costs. Read your voucher to get some idea as to how much you may need to pay. **Payment is required on the day of treatment** – this is practice policy for all of our patients (private and public).
5. If further treatment is required and we can perform it under the scheme we will make you another appointment. If the scheme does not allow for it, then we are required to refer you back to your Community Dental Clinic.

If you have any problems with the above arrangements, please feel free to raise it with us before your appointment date.

We hope this letter has answered some of your questions, and we hope to be of service to you.

Kind regards,

West Preston Dental.