



PROACTIVEPERIO
Periodontics & Implant Dentistry

PAYMENT AND CANCELLATION POLICY

Proactive Perio, whilst its' primary goal is helping patients achieve their best outcome, is also a small business with significant overheads we need to cover to continue providing care. As such, the following is our current payment and cancellation policy.

Please read the following carefully as we do not wish to offend.

At Proactive Perio, payment of your account will be required on the day of your appointment.

A 5 % courtesy is available if full payment is made at least 72 hours before your appointment time. For patients undergoing active periodontal therapy or surgical procedures, a 5% courtesy prepayment discount will be applied for your initial treatment plan's upfront cost. Please note on the day; we will issue you with an invoice to submit to your health fund for processing your refund as appropriate.

We do offer HICAPS rebates, however we have no influence on the rebate amounts. If there are any concerns you will need to contact your health fund directly. If you disagree with the refund, you will have to contact your health fund directly.

Occasionally, the HICAPS system is down, and we cannot claim with your health fund on your behalf. The expectation is that you will settle your account, and we will supply you with a fully itemised invoice to enable you to submit your claim directly to them.

For appointments of one hour or longer, frequently, a minimum deposit of 20% will sometimes be requested to secure your appointment time. If cancellation occurs without a previous deposit being taken, it is practice policy to request a deposit before another appointment is made. In the event of further cancellations or rescheduling, it will be at the discretion of the practice whether to process this deposit on the day to cover costs or hold it in credit for the rescheduled appointment.

Specialist Treatment.
Individual Care.

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