



## New practice welcome pack

Welcome to AP Care, thank you for joining our affordable private care network. Please see our website for FAQ's.

We recommend keeping a copy of this document on the desk for your reception team to refer to.

We also recommend your reception team and dentists keep a note of the treatments individual dentists have signed up to offer on our platform as well as the associated discount rate which may vary from our standard 20% for certain treatments.

You may also find it useful to colour code AP Care patients in your dental software.

Please read our "[Thinking of joining AP Care information leaflet](#)" for further useful information.

So your manager/owner has joined AP Care. What does this mean for your team?

- AP Care offers up to 20% off dental treatments from the listed price. Treatments such as implants, crowns, veneers and bonding may be discounted to 10% or 20%.
- AP Care members pay £39.95 to access membership for the year, providing them with a network of practices providing quality dental care.
- The benefit to the practice is a stream of new private patients who require treatment and are pre-qualified by virtue of having paid the membership for access, thus likely to need treatment. This helps you to grow your practice and fill your diary with private patients.
- Dentists, hygienists, and CDT's may join and advertise on the AP Care platform. Not all dentists within the practice must join AP Care.
- Dentists must offer a core service of 20% discounted treatment to be on the AP Care platform.
- The core services are exams (including new patients), intra oral x-rays, fillings and non-surgical extractions.
- Please see our website for a list of treatments that your dentists may choose to provide. Unless stated this is at a 20% discount
- You have the option of offering only a 10% discount on composite bonding, veneers, crowns and implants.

- CDT's may provide dentures only and hygienists provide hygiene only at 10% discounts.
- Practices found to not honour discounts will be removed from our platform.

### Booking procedure:

- Booking does not change any pre-appointment deposits in line with your policies.
- Deposits are taken based on the discounted price for regular patients whose membership you have verified. For example, if they have had an exam and are coming back for a filling. You would take the deposit based on the discounted price.
- For new patients you should book a new patient exam at the normal non discounted price. E.g. if you take a 50% deposit on a £50 appointment you would take a £25 deposit rather than £20 on a £40 appointment which is the new price post 20% discount.
- When the patient arrives at the practice and they have verified AP Care membership the 20% discount will be applied, and the remaining fee paid direct to the practice.
- Discounts should be applied at the treatment planning stage with the dentist recording the pre and post discount pricing in the notes to avoid any disputes later on. The dentist should also verify that the membership is active.
- We also advise the dentist to verbally inform the patient of pre and post discount pricing.
- Discounts are applied once the patient has been in and verified their membership in the app.
- Membership verification can be done by reception/dentists or both depending on your preferred practice protocol.
- For telephone appointments please ask the patient to confirm which procedure they are booking in or which dentist they have seen in the AP Care app. This is to ensure that the dentist the patient is booking in for offers a discount for a particular treatment.
- Failure to honour the discount will lead to removal of a practice from AP Care.