

## How does the Worldwide Dental Emergency Assistance Scheme work?

Whilst a member of the dental plan, should you suffer a dental trauma, a dental emergency or be diagnosed with oral cancer you will be eligible to make a request for assistance from the Worldwide Dental Emergency Assistance Scheme. The Scheme responds to such requests on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, the Scheme has no obligation to provide any benefit unless the Scheme Manager (the person appointed to administer the Scheme) first decides (in its sole and absolute discretion) that the Scheme should provide a benefit. There are some circumstances in which the Scheme is not designed to help (these situations being similar to exclusions under an insurance policy) and these are explained in more detail in the Worldwide Dental Emergency Assistance Scheme Handbook. The Scheme Manager will look at each case individually to assess the request for a benefit. Certain restrictions and limitations may apply in the event that your request for assistance is accepted and it is possible that in some cases the Scheme Manager will decide to provide no benefit.

If your request for assistance is accepted by the Scheme Manager you will be eligible to receive benefit payments from the Scheme in the following situations (up to the limits set by the Scheme and published from time to time):

- ✓ The cost of dental treatment by any dentist up to a maximum of £10,000 for any one incident of dental trauma
- ✓ The cost of:
  - emergency call-outs
  - pain relief or emergency temporary treatment
- ✓ A specified amount for each complete 24-hour period of hospitalisation wholly or partly under the care of a consultant who specialises in dental or maxillofacial surgery
- ✓ A specified amount if you are diagnosed with oral cancer and this is the primary cancer site

You will also have 24 hour access to a worldwide dental emergency helpline.

Please refer to the Worldwide Dental Emergency Assistance Scheme Handbook for full details.

The Worldwide Dental Emergency Assistance Scheme is operated by Worldwide Assistance Ltd (Company No. 10907861), a company registered in England and Wales.

Registered Office: Cambrian Works, Gobowen Rd, Oswestry, Shropshire SY11 1HS.

The Worldwide Dental Emergency Assistance Scheme is NOT an insurance product and is NOT regulated by the Financial Conduct Authority.

### Dentists

Adam Llewellyn    Jenna Davies  
Christina Evans    Ian Pardoe  
Alex Edwards    Shannon Cole

### Hygienists

Sarah Wright  
Lee Walker  
Cari Jones

### Therapist

Catrin Jones

### Practice Manager

Kaye Evans

### Contact

Old Oak Dental Practice  
Unit 8, Parc Pensarn  
Carmarthen  
Carmarthenshire  
SA31 2NF

Telephone: 01267 236548

Email: [info@oldoakdentists.co.uk](mailto:info@oldoakdentists.co.uk)

### Opening Hours

Monday to Thursday 8.30am - 5.00pm  
Friday 8.30am - 2.30pm

### Emergencies

01267 236548

Away from home helpline:  
(UK) 0808 169 8117  
(Abroad) +44 1691 887 955



[www.oldoakdentists.wales](http://www.oldoakdentists.wales)

# Old Oak

DENTAL PRACTICE

## Care Plan



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## Old Oak Dental Care Plan

Our aim is to provide high quality care and treatment in a relaxed, comfortable and safe environment. We are committed to continuing education and keeping abreast of advances in modern dentistry. To ensure we maintain the high standards our patients have come to expect it is becoming increasingly important for us to accurately match the number and the needs of our patients to the resources we have available.

With this in mind, we have joined with DPAS Limited to design a comprehensive dental treatment plan. This plan will be administered by DPAS who will make a separate arrangement with you to manage your payments under the plan. The plan will provide advantages both to you and to us. It will allow us to plan your dental care more effectively and provide the best chance of keeping you dentally fit. The advantage for you is that it should reduce the need for future treatment and you will have the peace of mind that your dental treatment will be covered by convenient monthly payments. Upon joining the dental plan, you will also be eligible to request assistance from the Worldwide Dental Emergency Assistance Scheme for dental emergencies or dental traumas whilst at home or abroad (see overleaf).



### Your benefits

- all your routine dental treatment is included
- payment by convenient monthly Direct Debit, allowing you to budget
- guaranteed registration with the practice and continuing access to your dentist
- early identification of dental problems to prevent pain, discomfort and inconvenience
- appointment times to suit you whenever possible
- priority bookings in the event of a dental emergency
- access to a 24 hour dental emergency helpline 365 days per year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

### Who is our plan for?

Our plan is designed for patients who wish to attend the practice on a regular basis and have peace of mind that their routine dental treatment is covered.

### What happens in an emergency?

You will have access to a 24 hour, 365 day worldwide dental emergency helpline, which will endeavour to find an English speaking dentist to assist you.

### What does our plan include?

**Our plan is available from £25.00 per month and covers:**

- all regular dental health examinations
- all hygiene appointments including scale and polish and periodontal advice where clinically necessary
- all x-rays
- all fillings
- all crown and bridge work, excluding lab fees
- root canal treatment within general practice scope
- extensive preventive advice including diet and oral hygiene advice
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

### How do you join our plan?

We carry out an assessment to ensure that our plan will meet your needs and you will be advised of the monthly amount to pay to cover all your routine dental treatment and the charges for management and administration payable by you to DPAS.

Then joining is very simple. All you have to do is complete a registration form for us and a Direct Debit mandate and authorisation form for DPAS.

In addition to your first monthly payment, an initial registration fee of £10 per person will be payable by you to DPAS and will be included in your first Direct Debit payment.

Should you already have a monthly dental payment plan with another care plan provider, the process for joining remains exactly the same, as will the level of your care. The £10 registration fee still applies.

A charge may be occurred if you fail to attend a pre-booked appointment. The minimum notice period required to cancel or change an appointment is 24 hours. If you choose to leave the plan for any reason you can do so by simply giving us one month's notice.

### What is excluded from our plan?

Although non-routine services are available from the practice, some items fall outside the scope of the plan and are not covered by the monthly payment namely:

- cosmetic dentistry
- referrals to specialists
- laboratory fees
- implants
- orthodontics

Treatment not covered by this plan can be paid for separately.

### Any questions?

If you have any questions about our plan, please contact our reception team who will be happy to provide further information and guidance.

Terms within this brochure are subject to change without notice.