

The Campbell Clinic

Total Care

Our Total Care for your Dental Health

Welcome to Total Care!

Here at The Campbell Clinic, we recognise that accessing a dental service that offers everything under one roof is becoming increasingly difficult.

We also aim to provide excellent yet affordable dental care when you need it. Our solution is Total Care Premium & Total Care Lite.

These memberships offer our patients a wide range of exclusive benefits and perks, with limited membership spaces available.



What is Total Care Premium?

At The Campbell Clinic, we believe that exceptional dental care should be both accessible and affordable. That's why we've created Total Care Premium - a comprehensive membership plan designed to cover almost all of your dental needs in one straightforward package.

It is a monthly payment that provides you with access to all of your general dental care based on prevention so you can care for your oral health and that of your family for the rest of your life.

Total Care Premium, however, is so much more than just a payment plan to spread the cost of your exam and hygiene appointments. It provides an exclusive membership experience.

As a member, you receive access to personalised care from our dedicated team 365 days a year. Whether it's a routine check-up, whitening for a special event, or dental care for your kids on our drop-in days, we ensure you are always covered.

What is Total Care Lite?

A Smart Way to Maintain Your Oral Health

Total Care Lite is a membership-based dental subscription designed to provide a structured and cost-effective approach to your oral health. Offering a more prescriptive and cheaper option than Total Care Premium, this plan includes a set number of appointments throughout the year, ensuring regular check-ups and preventive care to keep your teeth and gums healthy.

In addition to routine maintenance, Total Care Lite provides added benefits to support you should you require further treatment, giving you peace of mind and extra value. With a focus on proactive dental care, this membership helps you stay on top of your oral health while enjoying exclusive perks along the way.



Welcome to Total Care Premium

The Advantages for you

Being a member of Total Care Premium allows you to have the peace of mind of knowing that you have the care of The Campbell Clinic's expert clinicians 365 days a year. In addition, you'll be an important part of a community of people who want to positively influence the lives of as many people as possible through our work. Please see information on the amazing charities that we support.

So, if you need more specialist care, we can provide it within our team; there is no need for us to refer you to another clinic.

Wanting your teeth whitened for a special occasion? We've got you covered!

If your kids need a dentist, no sweat, bring them along to one of our drop-in kids-only days!

If you want to know more about how diet, fitness, and dental care are linked to a healthier you, come along to one of our members' only evening presentations.

By the way- you also get all of this included in your plan at no extra cost and much more....

- Routine fillings
- Extractions (non-surgical)
- Root fillings (Molars and complex cases excluded*)
- Crowns/Inlays/Onlays **
- Teeth whitening***
- Out-of-hours advice and care
- X-rays
- 10% off child orthodontics (under 16)
- 10% off specialist and complex treatment consultations at The Campbell Clinic.
- Enjoy a 10% discount when family members pay using the same Direct Debit (Up to four members). Please contact us if you wish to add additional members (Over 16's) to your direct debit.

*Root fillings will be considered after the completion of diagnostic radiographs and assessment. If a case requires more extensive care or if the treatment progresses this way during treatment, we may not cover the treatment under your membership.

**The laboratory fee for the crown/inlay/onlay is excluded from the plan, but all the dentists' work and time are included. Typical crown lab fee is from £155.

***Teeth whitening is available if deemed dentally suitable.

Dual Arch Full Mouth Implants

To maintain **the guarantee on your dual arch implants (IFAL)** it is essential that you attend regular hygiene visits. Consistent professional care helps protect your implants and restoration, ensuring their long-term success and your overall oral health.

To support you in this, we offer a **bespoke version of Total Care Premium** designed specifically for IFAL patients. This comprehensive plan provides **all the essential care needed to maintain healthy implants**, including hygiene maintenance, oral health screening, an annual replacement of your soft bite guard and priority access to expert care.

By staying proactive with your dental visits and enrolling in our tailored membership plan, you can enjoy **peace of mind knowing your implants are well cared for**, ensuring their longevity and optimal function.

The bespoke IFAL offering includes:

- 4 hygiene maintenance appointments
- 1 Oral health screening
- X-rays (OPG)
- Soft bite guard replaced annually
- Bridge removal & re-fit when required
- Out of hours care and advice

Total PAYG - £1,262.85 or
£2,004.17 (with bridge removal)
Saving £212.85 or
£954.17 (with bridge removal)

The Benefit of Total Care Premium for Single Arch IFAL Patients

Patients who have had a single arch IFAL will benefit as above plus all general care for your remaining teeth as per the Total Care Premium offering.

What you Need to Know

When you join as a member of Total Care Premium, following an initial dental assessment to ensure that you are dentally fit*, you will be able to take advantage of unlimited hygiene appointments and dental exams.**

The membership fee is £87.50 per adult, payable by direct debit on the 1st of each month. This provides membership for the upcoming month and unlocks all of the fantastic benefits you can access should you need to. If you are joining as a family, you can access a 10% discount when paying using the same direct debit (see payment section for more information).

Membership for Total Care Premium has a minimum term of 12 months; please see the section titled 'cancellation of membership' for more information.

*Dentally fit policy applies

**Fair and reasonable usage policy applies

What Exactly is Included

- Routine hygiene maintenance
- Dental exams
- All fillings
- Extractions (non-surgical)
- Non-complex root canal treatment and crown ******(teeth 5-5 – incisors, canines and premolars*)
- Crowns/Inlays/Onlays******
- Teeth whitening (safe teeth whitening frequency will be discussed with you*******)
- Radiographs (x-rays)
- Out-of-hours triage care
- Free child exams, hygiene and general treatment (where a parent or legal guardian has membership). Treatment includes: extractions, fillings and root fillings (5-5)* – Applies to children up to the age of 16.
- Sports guards and mouth guards
- All prescribed & required sundries (excluding electric toothbrushes and replacement heads)
- 10% off child orthodontics (up to age 16)
- 10% off specialist clinician consultations at The Campbell Clinic
- 10% off ICON treatment
- Enjoy a 10% discount when family members pay using the same Direct Debit (Up to four members)
- Invitations to membership presentations on topics covering how diet, fitness and dental care are linked to a healthier you

***Root fillings will be considered after diagnostic radiographs have been completed. If a case is deemed to require more extensive care or if the treatment progresses this way during treatment, you may not be covered under your membership however we will offer a 20% discount off complex root fillings (Inc. molar and retreated teeth).**

****The laboratory fee for the crown/inlay/onlay is not included in the plan; however, all the dentists' work and time are covered. The typical lab fee for a crown is from £155.**

*****Prescribed amount of top-up syringes will be provided upon request.**



What Isn't Included

- Pre-implant surgery hygiene treatments (as part of an implant treatment plan)
- Surgical extractions
- Complex root canal treatment and root canal treatment of molars and re-root treatment of any teeth. However, we are happy to offer a 20% discount on these root treatments at The Campbell Clinic.
- CBCT or CEPH scans
- Dentures
- Bridges
- Implants
- Oral surgery
- Orthodontics
- Specialist periodontal treatments
- Cosmetic treatments

The Advantages of Total Care Lite

Total Care Lite is a membership-based dental subscription designed to provide a structured and cost-effective approach to oral health. Offering a more affordable and prescriptive option than Total Care Premium, this plan includes a set number of appointments throughout the year. This allows you to spread the cost of your appointments and ensures regular check-ups and preventive care to keep your teeth and gums healthy.

In addition to routine maintenance, Total Care Lite offers added benefits to support you if you need further treatment, providing you with peace of mind and additional value. With a focus on proactive dental care, this membership helps you stay on top of your oral health while enjoying exclusive perks along the way.

Total Care Lite offers a cost-effective way to maintain your oral health while unlocking exclusive benefits. **For just £50 per month** (£600 annually), you will receive:

- **2 Dental Examinations & 2 Hygiene Maintenance Appointments** - Essential check-ups and our advanced hygiene maintenance to keep your teeth and gums healthy. If paid individually, these services alone would exceed the annual membership cost.
- **Professional Teeth Whitening** - Providing you are dentally suitable, you can access professional whitening treatment worth £595 at no additional cost*
- **10% Off Specialist Consultations** - Should you require specialist treatment at any stage during your membership, we will apply a 10% discount to the cost of your consultation
- **Complimentary prescribed oral health products** - In order to help you maintain your oral health at home, should your clinician prescribe you some oral health products such as our special floss or interdental brushes, you will be given these free of charge (excluding electric toothbrushes and replacement heads).
- **10% Off Any Required General Treatment** - Enjoy discounted rates on all further general dental care you may need, listed below. (Does not include listed treatments**).

· All fillings
· Extractions (non-surgical)
· Non-cosmetic crowns/inlays/onlays
· Non-complex root canal treatment and crown (teeth 5-5 – incisors, canines and premolars)
(Root fillings will be considered after diagnostic radiographs have been completed. If a case is deemed to require more extensive care or if the treatment progresses this way during treatment, the discount will not be applied.)

By investing in Total Care Lite, you are **prioritising your oral health, enjoying financial savings, and gaining access to exclusive perks** - all while ensuring your smile stays healthy for years to come.

*Prescribed amount of top up syringes will provided upon request.

**Pre-implant surgery hygiene treatments (as part of an implant treatment plan, Surgical extractions, Complex root canal treatment, CBCT or CEPH scans, Dentures, Bridges, Implants, Oral Surgery, Orthodontics, additional hygiene maintenance visits, Specialist periodontal treatments and Cosmetic treatments).

What you Need to Know

- **Cost:** £50 per month per patient, payable by direct debit on the 1st of each month. (Annual payments of £600 are also accepted).
- **Easy to Join:** No dental assessment is required - you can sign up at any time.
- **Commitment:** Minimum membership term of 12 months.
- **Flexibility:** You can upgrade to Total Care Premium at any time for an additional £37.50 per month per patient. (Children under 16 are covered for free on Total Care Premium).

Total Care Lite is a simple, hassle-free way to maintain your oral health with predictable costs and great benefits.

Should you wish to upgrade your membership to Total Care Premium, you'll gain access to an array of additional benefits designed to enhance your dental care experience. You can upgrade at any time by contacting our team directly - totalcare@campbell-clinic.co.uk



Being Dentally Fit

Existing patients

If you are an existing patient at The Campbell Clinic, you will be offered the opportunity to join either Total Care Premium or Total Care Lite, providing that any planned and ongoing treatment is completed at the price already quoted.

If you are a member of Total Care Premium or Life, any general dental work needed thereafter and having joined the club will fall within the membership perks as described.

Should you require treatment which falls outside of your membership, you will receive a 10% discount on consultations with our expert team at The Campbell Clinic.

New patients

For any new patients wanting to join Total Care Premium, an initial chargeable assessment will need to be carried out to ensure that you don't need extensive work prior to joining. This assessment will consist of one appointment; with our lead dental clinician. They will make an honest assessment of your oral health situation and advise you of any treatment that is required. The cost of this appointment is £131.30.

If you are considered 'not dentally fit', you will have the opportunity to receive a 10% discount on any non-specialist* work, provided you enrol in the Total Care Premium membership.

Please be aware that the minimum membership term is 12 months and that membership payments will begin only after the planned treatment is completed.

*Specialist work includes: Complex RCT's and re-root treatments, surgical extractions, dentures, bridges, implants, oral surgery, orthodontics, specialist periodontal treatments, and cosmetic treatments. – These treatments are not discounted.

Should you wish to join Total Care Lite, you are not required to undergo a dental assessment before joining.

Dentally Fit

Patients deemed dentally fit and not within a current treatment plan at The Campbell Clinic will be able to take advantage of the membership almost immediately. One of our lovely front-of-house team members will be on hand to easily guide you through the process of getting set up and will be on hand to answer any questions along the way.

Fair and Reasonable Usage

Total Care Premium ONLY

Whilst we are very happy for our Total Care Club patients to have regular hygiene appointments and dental exams, when you are in the chair, no one else is! Therefore, we would kindly ask our patients to be mindful of this when booking.

Should we notice extensive overuse or misuse of this service, we will use our discretion to discuss this with you.

All treatments will be carried out based on clinical necessity and only if completing the treatment is in the patient's best interest. A clinician has the right to decline to provide treatment under the membership perks should they feel it to be to a patient's detriment or to be a solely cosmetic procedure and not to repair the tooth or improve function. However, in these cases, we are happy to provide treatment and can provide estimates for any work of this nature.

Remedial Treatment

If you are a member of Total Care Premium and there is a need for any general remedial work on a tooth we have already treated*, we will, of course, prioritise it.

If you are a member of Total Care Lite or are no longer a member of Total Care Premium when the issue arises, remedial treatment will be provided within one year of the original treatment date.

No cash refund will be provided against any dental work should any remedial work be required.

The Campbell Clinic cannot guarantee any Endodontic (root canal) procedure. However, for patients for whom root canal or endodontic therapy is a viable treatment option, the success rate can reach as high as 90%. Therefore, The Campbell Clinic is pleased to guarantee that if tooth extraction is necessary following the failure of a root canal treatment, Total Care Life members will receive this service free of charge for 6 months from the date the procedure was performed.

*This excludes previously treated root fillings.

Out of Hours Care

We provide out-of-hours triage service to patients who join Total Care Premium. This service is staffed 365 days of the year at certain times of the day to ensure that you can access advice and if necessary see a clinician when the practice is closed.

The out-of-hours triage service will be operational at the following times:

Mon-Fri evenings – 17:30 - 21:00

Weekends and bank holidays – 10:00-11:00

Should you contact the out-of-hours triage service, your call will be triaged by one of our friendly and highly trained nurses. They will ask many pre-designed questions to understand your issue's nature fully. If they feel it necessary, they will relay this information to the clinician on call, who will provide information for the nurse to pass on to you. This may include advice on how to manage your symptoms and an appointment to be arranged within the next few days. Alternatively, the clinician may want to speak to you directly, or they may want to see you at the clinic on the same day of your call. In rare cases, and depending on your symptoms, they may advise you attend A&E.

The out of hours triage service is there to provide reassurance and care to those who need it. It is strictly not there to provide appointments to patients who simply can't attend during the normal operational hours of the practice.

Trauma

Should you find yourself in the very unfortunate situation of experiencing dental trauma from an accident or injury, we, of course, would want to help you.

Your Total Care Premium membership includes us providing initial remedial treatment to stabilise the situation and get you out of pain. Should you then require further specialist treatment, we can help steer you in the right direction and offer for you to see one of our expert team to provide a more permanent resolution if necessary.

Payment

There is a minimum term of 12 months, with membership being paid by direct debit monthly or by a one-off annual payment (£1050.00 - Total Care Premium) or (£600 Total Care Lite). Should you choose to pay monthly, payment will be collected on the 1st of each month, with initial direct debit set up required by the 20th of the month to ensure the membership is active for the 1st of the following month.

Where you are not the payer specified in the membership contract, you shall ensure that the payer pays the sum due by you under your contract terms. You agree that when making such payment, the payer acts as your agent on your behalf. Any other amounts due to The Campbell Clinic (treatments not covered by membership) are payable directly by you to The Campbell Clinic in response to an invoice being issued. Non-payment of such amounts will constitute a breach of your membership contract.

Direct Debit Discount

If you are a member of Total Care Premium, you can enjoy a 10% discount when additional family members join Total Care Premium and pay using the same direct debit (up to four members).

Please contact us if you wish to add additional Total Care Premium members (Over 16's) onto your direct debit.

Our membership fee is subject to an annual review. Any changes to the fee will be communicated to you at least two months prior to the change, whereby a new contract agreement will be sent to you.

Failed Payments

If we are unable to collect your monthly direct debit payment, we will contact you in the first instance. If we are not able to speak to you, we will attempt to collect the payment one further time three days later.

Should this not be successful, we will write to inform you that your membership has been cancelled. Therefore, your unlimited access will be revoked, and any ongoing general treatments will be chargeable after the date of the failed payment.

Please be aware that if you have any treatment during a missed payment period, you will be liable for all sums outstanding to The Campbell Clinic. Whereby we may contact you to recover the outstanding balance.

If a non-payment happens within the agreed minimum 12 month period, it will be at The Campbell Clinic's discretion as to whether you can re-join The Campbell Club at a later date.

Cancellation of Membership

Membership for Total Care Premium and Lite has a minimum term of 12 months. Should you cancel your direct debit within this timeframe, please note that you will be liable for the full cost of any ongoing treatment and any discounts that have been applied to your treatment related to your membership.

It will be at the discretion of The Campbell Clinic whether you can rejoin Total Care at a later date should this be requested.

Please notify The Campbell Clinic in writing if you wish to cancel after 12 months. We ask for 1 months' notice, whereby in this timeframe we will aim to complete any planned and necessary treatment you are undertaking as part of your membership. Should you be seen for an examination during your notice period, no further membership included or discounted treatment will be planned.

Should you choose to pay for 12 months membership in one annual payment, no refunds will be provided should you cancel your membership within that timeframe.





Cancellation of Appointments

We completely understand that from time to time you may find yourself unable to keep a pre-arranged appointment; especially one made many months ago! You have our assurance that we will do our very best to find you an alternative appointment as close as possible to the one which you needed to cancel.

However, we also know that when a patient cancels their appointment late, it is highly likely that these appointments will not be able to be re-appointed at such short notice. This is especially true if an appointment is not attended, and therefore, the vacant appointment is only realised at the time of the scheduled attendance.

Therefore, we kindly ask that you provide us with as much notice as possible should you need to cancel your appointment. Charges may apply for missed or short notice cancellations (within 24 hours), and these will be applied at our discretion based on reason and frequency.

How to Get Started with Total Care!

New Total Care Premium Patients:

1 Dental Assessment

All new patients wishing to join Total Care Premium will require a dental assessment to ensure that they are dentally fit before joining. If you are new to the practice or haven't been seen by a clinician here within the past 6 months, you will require a dental assessment before proceeding. No treatment will be carried out at this appointment, however a thorough mouth assessment will be conducted, and everything will be charted and mapped to ensure that we know all we need to know about the condition of your oral health.

2 Decision Stage

Following this chargeable appointment (£125.05), your assessment will reveal whether you are deemed dentally fit to join Total Care Premium, in need of some extra care to get there or able to join with exemptions in place! Please refer to the section titled 'Being Dentally Fit' for further information.

3 Joining Total Care Premium

Should you be assessed as dentally fit to join Total Care Premium, please inform us in person, by telephone or by email that you would like to join, and we will send you the necessary documents to complete.

T: 0115 9823913

E: totalcare@campbell-clinic.co.uk

Joining Total Care Lite

You are not required to attend for a dental assessment to join Total Care Lite. Should you wish to join, please inform us in person, by telephone, or by email, and we will send you the necessary documents to complete.

T: 0115 9823913

E: totalcare@campbell-clinic.co.uk

How to Get Started with Total Care



Existing pay as you go patients:

Premium

1

Assuming you have attended for a dental appointment and hygiene appointment within the last 6 months, you can request membership for The Total Care Premium immediately. To do this, please inform us in person, by telephone or by email that you would like to join, and we will send you the necessary documents to complete.

T: 0115 9823913
E: totalcare@campbell-clinic.co.uk

2

If you haven't had appointments for both a dental exam and hygiene appointment within the past 6 months, please be advised that you will require a dental assessment before you can join Total Care Premium. We will advise you of this upon contact.

Lite

Joining Total Care Lite

You don't need a dental assessment to join Total Care Lite. Should you wish to join please inform us in person, by telephone or by email that you would like to join, and we will send you the necessary documents to complete.

T: 0115 9823913
E: totalcare@campbell-clinic.co.uk

What We Expect of you

Whilst membership to Total Care Premium allows you the flexibility regarding the frequency of appointments, in order to maintain your membership, we do ask that you attend regularly and at a frequency as advised by your treating clinician. We strongly believe in preventative dentistry, and therefore, working in partnership with you and your commitment to attending is key.

We ask that you inform us immediately of any issues, injuries or changes to your medical health which could have an impact on your oral health. We know that some seemingly unrelated medical conditions can have an impact on your oral health. Therefore, making us aware of these can allow us to work with you to take preventive action should this be required.

As a Total Care Lite member, we encourage you to attend your scheduled dental and hygiene appointments throughout the year. This helps maintain your oral health while ensuring you make the most of your membership benefits.

Our Termination of the Contract

We hope you will be very happy with your Total Care membership and that you remain a member for many years to come and, therefore, benefit greatly from the care you will receive. However, on occasion, there may be reason for us to terminate our contract with you. These are detailed below:

- **Failure to attend as frequently as advised by your treating clinician.** Should you have not attended the clinic for an appointment within a 12-month period and our attempts to contact you fail, we will terminate the contract, cease taking payments, and your membership will end.
- **Maintaining your dental health.** Should you not take reasonable steps to adhere to our clinical advice regarding maintaining your dental health, resulting in your oral health severely declining. We reserve the right to deem you no longer clinically fit for Total Care membership and, therefore, terminate your contract.
- **A relationship breakdown.** Our care of you works best when we work in partnership with you. Should there be a breakdown in our relationship, whereby a reasonable resolution cannot be reached, or there is a lack of trust in our clinicians and services. Following the process of attempting a resolution, we reserve the right to terminate the contract should the resolution not be successful.

