

VIVA DENTAL



VIVA PRACTICE INFORMATION

T 01524 735 431

29 Market Street Carnforth LA5 9JX
E info@vivadental.co.uk www.vivadental.co.uk



Welcome to Viva Dental

We warmly welcome you to Viva Dental and thank you for choosing our practice to receive dental care. Our aim is to provide outstanding, painless, private, personal dental care in a relaxed environment for the whole family.

Healthy mouths

Our approach is to encourage preventative techniques. Helping you understand how to maintain the health of your mouth and keep it free of tooth decay and gum disease. Our modern health-promoting approach with continuing care means:

- Fewer fillings
- Less dental decay
- Less likelihood of tooth ache
- More attractive teeth
- Reduced costs
- Keep your own teeth for life

As a practice dedicated to prevention, we have a dedicated hygiene team who are able to professionally clean your teeth and advise you oral health.

Beautiful smile

Your smile is one of the first things people notice about you. From making sure your teeth and gums are healthy as possible with a 'healthy mouth review' to enhancing the colour of your teeth with teeth whitening, we have lots of ways to give you beautiful, natural looking teeth.

A lot of people want straighter, whiter and completely natural looking teeth. At Viva Dental we have the expertise to help you look and feel beautiful. The treatments we offer at Viva Dental include:

- General dentistry
- Cosmetic dentistry
- Veneers
- Tooth-coloured fillings
- Aesthetic crowns
- Teeth whitening
- Implants
- Clear Braces (Invisalign™)

Children

As a family-run practice, we appreciate that you'll always put your children's well-being first. You can trust us to do the same. Our aim is to provide your child with the best dental care available to secure their long-term dental health. We ask patients to bring their children with them from birth so that we can see them regularly to help them grow up free from dental disease.

Emergencies

If you have severe pain, uncontrollable bleeding or swelling during working hours, please contact us as soon as possible to arrange for us to see you. We aim to see all registered patients in pain on the same day. If it is out of working hours, please call the practice number and listen to the instructions.

Our membership includes worldwide emergency insurance cover. Please refer to membership documents for details.

Parking and access

We are just a couple of minutes walk away from the Carnforth railway station. There is plenty of free and paid parking around our practice. We have ground floor surgeries and are fully accessible to disabled patients.

Opening hours

Monday	9.00am - 5.30pm
Tuesday	9.00am - 6.30pm
Wednesday	9.00am - 6.30pm
Thursday	9.00am - 5.30pm
Friday	8.45am - 4.30pm

It may be possible to arrange appointments outside these hours for an extra fee. Please ask your dentist or speak to our front desk.

29 Market Street, Carnforth LA5 9JX T 01524 735 431 E info@vivadental.co.uk

Payment options & membership

Naturally, we appreciate that choosing the best dental care is never going to be the cheapest option available to you. So we have taken the time to create our own Membership plan & easy payment options to make paying for your dental care more manageable.

Viva membership

Become a member and receive special privileges and discounts. Refer to separate leaflet for membership details and benefits.

Viva Essential

Our 'Essential Plan' allows you to budget for your essential dental care and get privileged membership benefits and discounts on any treatment that you may require.

Viva Care

Our 'Care Plan' offers you a complete peace of mind by extending your membership privileges, to include cover for any treatment that you may need.

Viva Junior

'Our Junior Membership Plan' for 6 - 16 year olds allows you to budget for your child's essential dental care.

Pay as You Go

Of course, you do not have to become a member to be seen at Viva Dental. We have a competitively priced pay as you go dental fee option for casual one off patterns.

Flexible ways to pay

We have 3 flexible payment options* for your treatment:

Interest free credit	up to 12 months
Interest-bearing credit	up to 3 years
Buy now pay later	up to 6 months

*Conditions apply - refer to policy guidelines.

Our aims and objectives

- To always listen to what you are saying and answer your questions in plain English.
- To always treat you as an individual with courtesy and professionalism.
- To understand your time is precious and to aim to see you on time, but if for any reasons beyond our control we run late, to inform you as soon as possible and to give you the option to reschedule your appointment.
- To always provide you with an estimate of your treatment costs with clear explanations.
- To make every visit to Viva Dental as pleasant as possible and welcome any feedback to make your visit even better.

What we ask of patients

- To attend your appointments in good time. Should you arrive too late for us to be able to complete the treatment planned, it may be necessary to reschedule your appointment and subsequently a charge may be payable.
- To notify us, if you are unable to attend your appointment, at least 24 hours in advance so that we can allocate that time to someone else. Late cancellations may incur a cancellation fee.
- To inform us if anything about your experience or service does not meet your expectation.
- To pay your fees as treatment progresses and that the account is settled in full on completion.
- If you are happy with your experience at Viva Dental that you will recommend us to your friends, family members or someone who might also appreciate the level of service and treatment we provide.
- That you simply enjoy your experience at Viva Dental.