

## How to deal with patients requesting NHS

- Always assume the patient is Private unless the patient volunteers the information.
- For every patient OFFER treatment “outside the NHS” –  
*“Have you considered all your options? We do offer treatment outside the NHS.”*

### What is the difference between NHS and Private treatment?

Rather than NHS use the term “outside the NHS”

*“Due to their Rules and Regulations, the NHS has many limitations and certain treatments are not allowed. For example, we can’t do any cosmetic treatments, implants aren’t allowed, neither is adult orthodontics.*

*Whilst, outside the NHS there are no limitations; we have a greater freedom of choice. Also since there are so many brands, systems, products and techniques, we can do more customised and **compatible** work. Hence, we **specialise in customising your Treatment Plans to suit your specific needs** and requirements. We can design your treatment plan to suit your budget and make it cost-effective for you.”*

REPEAT as a summary so patients can really understand:

*“The NHS guidelines have limitations e.g. On choice of materials, so even if we had a comparably priced tooth coloured filling available, on the NHS we would only be able to use the silver black amalgam fillings since tooth coloured fillings are not allowed.”*

### Of course if no avail you can use other differences such as –

- Private is quicker and appointments more readily available
- and there is a higher quality of materials used which helps for treatment to last longer.
- More choice of options