



DENTAL EAST
DR. MARC VOLLERT

General information for our patients

1. Here in our practice you will receive qualified, comprehensive treatment that follows the principles of modern dentistry. Furthermore, by incorporating a holistic view, we are committed to biological dentistry. We want to be able to satisfy the expectations of discerning patients and the requirements of difficult cases of treatment. The aim is to preserve and restore the natural structures of the masticatory system, taking into account the patient's quality of life. We strive to achieve this goal through above-average quality and precision in all of our dental services and an oriented practice procedure. The treatment is based on a partnership relationship of cooperation with each patient.
2. You will be reminded of longer appointments that are scheduled for extensive treatments and may require thorough preparation, with a brief phone call the day before.
3. Patients can request to be informed in advance about the possible costs and supplementary payments for planned treatments. For this purpose, we offer to work out a budget before the start of each stage of treatment.
4. The materials used in our practice are selected according to strict quality criteria. We obtain these only from authorised partners and ensure that they are biologically compatible. However, since every individual reacts differently, it can be useful to test materials, e.g. fillings, crowns or dentures, in advance. Various tests are available. The costs for this are generally not covered by the statutory health insurance schemes. Please discuss this with us if you are interested.
5. In the case of dental prosthesis treatment, advance payments of the laboratory costs can be agreed.
6. We would like to point out that we have a detailed appointment management system in our practice, which means that we make precise treatment appointments and plan a fixed treatment period especially for you. Therefore, there are no, or only very short, waiting periods so that we are able to take the time that is necessary for your treatment. If you are unable to keep an agreed appointment, please inform us as soon as possible, but at least one, preferably two days in advance, so that we can re-schedule your appointment. We reserve the right to charge a cancellation fee according to Section 615 of the German Civil Code (BGB) for cancellations at short notice or unexcused missed appointments.

Date

Signature

Information on the protection of your data and consent according to GDPR:

I agree to the storage of my personal data by the practice. I agree with the data protection regulations (the information on the collection of personal data can be viewed in the practice). I have been informed that I can revoke this consent at any time in writing or by email (info@dental-east.de), provided that no superior law prevails against it (art. 7 para. 3 GDPR)

Date

Signature