

Application - Code of Practice for Piestany Dental Clinic
Dental Holiday

Section	Title	Comment	Met/not met/query
1	Details	Complete	Met
2a - d	Clinical details	Dr Marek Salka's qualifications and scanned copies of relevant certificates available on the website. This includes a license from the Slovak Chamber of Dentists and a certificate from the Komora. The same section includes information on the rest of the team including nurses and administration.	Met
3	Hospital accreditation	The applicant has confirmed accreditation of the clinic supported by a certificate in Slovak which refers to Dr Marek Salka in respect to the address of the clinic.	Met
4a and b	Organisational information	Details of the clinic are on each web page with the address and contact details. Dental Holiday is the trading name of the clinic.	
5a and b	Payment information	A copy of a sample email sent to patients includes payment information. This is also available on the website. The email includes information about preferred payment methods and charges associated with credit cards.	Met
6a and b	Refunds	Details are advised to the patient in the first contact email with a sample seen to support the standard.	Met
7a and b	Testimonial	An additional website blog has testimonial information which has a link from the main website. Advised that upon request a patient can be put in contact with previous patients.	Met
8a	Communication	The website has a section about the fluency of the English speaking clinic staff and confirms they have native English speaking staff also.	Met

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		Details of treatments and what they mean are provided in English on the website. The clinic manager has English as a first language.	
9	Patient journey	The clinic will pick patients up free of charge from the airport and take them to either the clinic directly or their chosen accommodation. This is confirmed on the website and examples of email information sent to patients outlining pick up arrangements support this standard. The website contains information about what to expect on arrival at the clinic, treatment and return travel.	Met
10	Informed consent	Patients can withdraw from treatment and not be charged for the consultation or the X rays. This information is confirmed to patients in the initial contact email.	Met
11	Contact	Advised that patients are given a mobile phone to use and have English speaking staff available 24 hours a day; this is confirmed on the website. Contact numbers are included in the agreement information given to patients.	Met
12 a - c	Information	Example documents demonstrate the range of post treatment information given to patients – post implant and post veneer or crown. Advised that all patients are given a memory stick before leaving the clinic containing dental information, X-rays and before and after pictures. No information is sent directly to the patients dentist in the UK however the clinic will accommodate such requests and patients are able to share the information contained on the memory stick.	Met

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13 a - f	Contract	<p>The website and its information make it clear that all arrangements are made directly with the clinic. The treatment plan includes details of fees associated with each item of the treatment plan.</p> <p>Information about the guarantee is provided in the first email to a patient and information is on the website. This includes the conditions for anyone needing to return post treatment.</p>	Met
14	Complaints	<p>Information about making a complaint is not on the website but is contained in the email correspondence. Complaints can be emailed or telephoned to Daniel Shaw.</p>	Met
Conclusion	<p>The Piestany Dental Clinic (Dental Holiday) should be approved for the Code of Practice having met the required standards. The clinic's website has been further developed to provide additional information to patients about its services and treatments.</p>		