Policy · DEN-POL-004 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 31.19

At a glance

- Fees are published and shown before any treatment starts.
- A written estimate is given for planned treatment (DEN-FRM-007).
- Invoices match the estimate or the change is agreed in writing.
- No charge is made that was not estimated or agreed.
- Stop and get help straight away if: a patient is charged for treatment that was never estimated or agreed.

1. Purpose

To make sure patients know what treatment costs before it starts, and are not charged for anything they did not agree (31.19).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Patients who receive a bill far above what they were told often feel cheated, and may refuse to return. Fees published and a written estimate before treatment prevent surprises.

5. Responsibilities

Role	Responsibility	Competence
Clinic manager	Publishes the fee list and checks the invoices	Clinical director
Clinician	Gives the estimate before treatment	Clinic manager

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Show fees.

- Show the published fees before treatment starts.

Key point: Shown.

Step 2. Estimate.

- Give the written estimate and record the patient’s agreement (DEN-FRM-007).

Key point: Estimated.

Step 3. Invoice.

- Check the invoice against the estimate before it is issued.

Key point: Invoiced.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Invoices matching the agreed estimate	100%	Monthly	Clinic manager	Escalate to the clinical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
DEN-FRM-007	Written treatment estimate and fee agreement	Record

17. Evidence

Reference	Note
E-009	
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Dental Practice: Five Safety Criteria at the Chair** (AMB-08)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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