

Preventive Dental Care Agreement *Updated 2018-09-15*

Definition

Preventive dental care is provided regularly on the basis of need and wellness at a fixed, risk-related rate for the purpose of maintaining and improving oral health.

Parties

The agreement is entered into between the Public Dental Service and the patient. An agreement may be signed by adults who are treated within the constraints of national dental insurance as of the year they are no longer receiving free care. Patients covered by Section 6 of the National Dental Service Act and who thereby pay in accordance with the healthcare fee system may not sign an agreement. Care is provided by practitioners whom the provider assigns. If resources are lacking to suitably treat a patient, the Public Dental Service is entitled to offer treatment at another one of its facilities.

Conditions

A patient must undergo an examination, risk assessment and any necessary treatment before signing an agreement. The agreement, which is based on a treatment plan, must be accompanied by an individual self-care programme. The Public Dental Service is entitled to refrain from signing an agreement with a patient who has previously missed appointments, violated other agreements or failed to pay on time.

Period and renewal of the agreement

The agreement starts running as of the specified date for a period of three years, at which point it renews automatically.

Fee

A patient is assigned to a fee category on the basis of the risk assessment. The fee remains unchanged throughout the three-year period of the agreement. A new category may be assigned when the agreement is renewed based on the most recent risk assessment. A patient who is registered with the Social Insurance Agency is entitled to dental care allowance, as well as special dental care allowance when applicable. The allowances are included in the fee. The patient consents for the Public Dental Service to claim the dental care allowance from the Social Insurance Agency as long as the agreement is in force.

Scope of the agreement

The agreement covers dental care that is needed to ensure oral health from the point of view of functionality and appearance during the period of the agreement insofar as it is subsidised pursuant to the National Dental Care Subsidy Act (Swedish Code of Statutes 2008:145) and concerns one or more of the following areas:

- examinations and assessments at fixed intervals based on the risk assessment
- preventive measures
- treatment of oral diseases
- emergency care other than accidents or occupational injury
- root canals
- tooth extraction and other oral surgery
- dental occlusion treatment
- repair, such as single crowns using standard material (gold, etc., is charged separately) with the exception of wisdom teeth, including specialist care to which the Public Dental Service clinic has sent a referral
- The Public Dental Service assumes responsibility for scheduling appointments

Not covered by the agreement

The agreement does not cover:

- rehabilitation measures, such as dental implants, bridges, dentures and other treatment to replace lost teeth
- orthodontia
- replacement of a good filling and other treatment for the sake of appearance only
- fees for late cancellation or no-show
- dental care covered by the healthcare fee system
- oral health certificates
- care as a result of accidents or occupational injury
- mouthpieces
- misplaced acrylic splints
- additional costs for anaesthesia
- care in accordance with the additional cost principle
- travel expenses, loss of income, etc.

Care that is not covered by the agreement but is subsidised is subject to high-cost protection pursuant to government regulations.



Emergency care

Emergency care that cannot wait until the clinic is available may be performed by any Public Dental Service in Sweden or another care provider that the Public Dental Service assigns. The other care provider may invoice the Public Dental Service clinic. The patient may also pay the fee and obtain reimbursement on the basis of a receipt. The agreement does not cover treatment outside Sweden.

Transfer of the agreement

The patient may transfer the agreement to another county or region until its expiration date. The patient shall contact the Public Dental Service clinic and request transfer. The Public Dental Service in the new county or region shall provide care pursuant to the agreement. Once the agreement has expired, the patient may be offered the opportunity to sign one with the Public Dental Service in the new county or region.

Notice of termination

Any notice of termination must be in writing. The patient may terminate the agreement at any time without explaining why.

The Public Dental Service may terminate the agreement if:

- the patient repeatedly fails to show up, cancels appointments too late or cannot be reached.
- the patient fails to pay the fee associated with the agreement
- the patient fails to pay fees for care not covered by the agreement, such as late cancellation or no-show
- the patient fails to comply with the self-care programme
- the patient refuses necessary care
- the patient provides incorrect information about health, identity, etc.
- the patient becomes entitled to dental care that is financed by the county or region
- the patient receives scheduled care by a provider other than the one assigned by the Public Dental Service
- new legislation requires the scope of the agreement to be changed

Termination of the agreement enters into force on the last day of the current month. A patient who has paid an annual fee receives a refund for all remaining full months during the period of the agreement. A patient who wishes to sign a new agreement must wait at least six months after the termination date. A new examination risk assessment and any necessary treatment are required first. The patient is to pay for those measures in accordance with the current list of rates.

Self-care and prudence

The agreement covers self-care, as well as scheduled examinations, prevention and any treatment that is needed. The agreement requires the compliance of the parties. A patient who discovers the need for care shall contact the Public Dental Service clinic as soon as possible.

Personal data, etc.

All personal data are processed in accordance with applicable data protection legislation and the agreement as the legal basis. As a result, personal data are properly protected and a patient always has the right to contact the Public Dental Service to find out what has been saved. A patient must promptly notify the Public Dental Service Region Örebro County of any new address or phone number.

Disputes

A patient who is dissatisfied with treatment or the attitudes of practitioners shall contact the dentist or hygienist first and the director of the clinic second. Disputes pursuant to the interpretation or enforcement of this agreement shall be adjudicated by an ordinary court of law in Sweden pursuant to Swedish law.

Force majeure

The Public Dental Service is not liable pursuant to this agreement for the consequences of delayed care due to statutes, official measures or labour conflicts.