

Skye Dental: Master Patient Agreement & Terms of Use

Version: (January 2026)

1. Clinical Accuracy & Practitioner Transparency

- **General Information:** This website (www.skyedental.com.au) provides general information. It does not constitute clinical advice, diagnosis, or a treatment plan.
- **Practitioner Registration:** All services are provided by practitioners with **General Registration** with the Australian Health Practitioner Regulation Agency (AHPRA). We do not claim Specialist Registration unless explicitly verified on the public AHPRA register.
- **Individual Results:** Clinical outcomes vary based on individual health; results are never guaranteed.

2. Mandatory Surgical & Invasive Procedure Warning

Any surgical or invasive procedure carries risks. Before proceeding, you should seek a second opinion from an appropriately qualified health practitioner.

This warning applies to all invasive services, including but not limited to: dental implants, All-on-X, wisdom tooth extractions, root canal therapy, and **cosmetic injectables**.

3. Emergency Situations Disclosure

- **No Emergency Triage:** This website and the **Hs1.app** booking system are not monitored for emergency triage.
- **Immediate Action:** If you are experiencing a life-threatening emergency, call **Triple Zero (000)** or attend your nearest hospital emergency department immediately.

4. Digital Ecosystem, Remarketing & Privacy

To provide a seamless experience and relevant health information, our website is interconnected with a suite of professional third-party applications.

- **Professional Management:** Our digital ecosystem and marketing activities are professionally managed by our agency partner, **Dizian Digital**.
- **Interconnected Systems:** You acknowledge that this website is connected to **Google Tag Manager, Google Analytics, Google Ads, Meta (Facebook)**, and our appointment application (**Hs1.app**). Data flows through systems managed by **Dizian Digital** to facilitate booking and service measurement.
- **Data Processing & Hashing:** To protect your privacy, data sent to the Meta and Google ecosystems is often "**hashed**" or "**pseudonymised**" before transmission. **Dizian Digital** acts as a technical processor on behalf of Skye Dental to ensure your identity is shielded from unauthorised access.
- **Outbound Marketing:** We or our agents may perform marketing to individuals likely to be interested in our services. This may involve collecting information from public sources and data partners.
- **Your Rights:** You may withdraw consent, opt-out of remarketing via browser settings, or request the source of any third-party data we hold. **We do not use sensitive clinical health history for remarketing purposes.**

5. Appointment & Financial Policies

- **Cancellation:** We require at least **48 hours' notice** to change or move an appointment.
- **Payment:** Fees are payable in full on the day of treatment. For Medicare (CDBS) or health fund claims, the patient remains responsible for the full fee if the claim is rejected.
- **Overdue Accounts:** Accounts not settled on the day incur a **monthly administration fee of \$8.50**. Accounts 30 days overdue are referred to an external debt collection agency; all associated recovery costs will be passed to the patient.

6. TGA & AHPRA: Aesthetic & Cosmetic Compliance

- **No Inducements:** We do not offer "deals," "vouchers," or time-limited discounts for prescription-related aesthetic treatments.
- **Testimonials:** In compliance with National Law, we do not use, share, or "like" patient testimonials or reviews on our digital platforms.
- **Cooling-Off Period:** A mandatory **7-day cooling-off period** applies to all high-risk aesthetic consultations for adult patients. We do not treat minors for cosmetic purposes.

7. 12-Month Limited Crown Warranty

- **Coverage:** Replacement for mechanical failure (fracture or de-bonding) within 12 months is **at the provider's discretion**.
- **Conditions & Exclusions:** * Patients must attend **6-monthly routine check-up and clean** appointments at Skye Dental to maintain validity.
 - **Parafunction:** This warranty is voided if there are clinical signs of dental grinding or clenching (bruxism) without the consistent use of a professionally fitted occlusal splint (nightguard).
 - **Posterior Support:** This warranty is voided if the patient has a lack of posterior support (missing teeth) within the dental arch, as this places excessive force on the restoration.
- **Consumer Law:** Our services come with guarantees that cannot be excluded under the **Australian Consumer Law**. This warranty is an addition to those rights.

8. Patient Responsibilities & Medical History

- **Accuracy:** You must provide a full and accurate medical history, including all current medications. Skye Dental is not liable for complications arising from undisclosed health information.
- **Post-Op Care:** Successful outcomes rely on your compliance with our post-operative instructions.

9. Complaints & Dispute Resolution

- **Internal Process:** If you are dissatisfied, please contact our **Practice Manager** directly to initiate our internal dispute resolution process.
- **External Review:** If a matter remains unresolved, you have the right to contact the **Office of the Health Ombudsman (QLD)**.

10. Intellectual Property, Indemnity & Jurisdiction

- **Ownership:** All content, including "Smile Gallery" images and blogs, is the property of Skye Dental.
- **Agency Distinction:** Patients acknowledge that Skye Dental engages **Dizian Digital** as its professional digital marketing service provider.
- **Limitation of Agency Liability:** To the maximum extent permitted by law, patients agree that **Dizian Digital** (including its directors and employees) shall have no liability for any claims, losses, or damages arising from clinical services or inaccuracies in health info provided by the clinic.
- **Indemnity:** You agree to indemnify Skye Dental and its professional partners, including **Dizian Digital**, against claims arising from your breach of these terms.

- **Jurisdiction:** This agreement is governed by the laws of **Queensland, Australia**.

Should you have any questions please email: info@skyedental.com.au or call us on: (07) 3823 1896