

Application for renewal - Code of Practice, Treatment Abroad

Helvetic Clinics, Revay utca 12, 1065 Budapest Hungary

The assessment for application for the renewal to the Code of Practice includes an assessment of the completion of the organisational details and random sampling of the supporting evidence provided to assure compliance with at least four sections of the Code of Practice reflected below. In some circumstances further sampling will be undertaken if further assurance is required. This renewal assessment included a random crosschecking of information for the following:

- X Clinical details
- X Organisational information
- X Payment information
- X Refunds
- X Testimonials
- X Communication
- X Patient journey
- X Informed consent
- X Contact
- X Information
- X Complaints

Section	Title	Comment	Met/not met
1	Clinical details	<p>Dr Peter Lukacs and Dr Laszlo Lukacs continue to manage the Helvetic Clinic patient service. Their dental career details are in place on the clinic website. A further 15 dental practitioners are associated with the service and their details are in place on the website which includes a photograph, each practitioner's areas of specialism, previous dental experience and completed training.</p> <p>Details of other members of the clinic dental team are in place on the website here https://www.helvetic-clinics.co.uk/team/ . This includes laboratory staff, dental assistant hygienists, receptionists, patient coordinators, administration staff, and drivers.</p>	Met
2	Hospital accreditation	<p>The clinic has achieved Global Clinic Rating (GCR) International Accreditation - https://gcr.org/c/helvetic-clinics-budapest</p> <p>No accreditations have been received or awarded since 2019. The Clinic Manager has advised that is due to the Covid pandemic.</p>	Not assessed.

Gerry Kennedy, Assessor
Date – 21 March 2022

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3	Organisational information	<p>The dental service is provided by Helvetic Clinics. The postal address, telephone contact details and e-mail address are visible on the clinic website https://www.helvetic-clinics.co.uk/company-information/</p> <p>Helvetic Clinics Budapest Revay utca 12 HU-1065 Budapest.</p> <p>Tel: +44 20 3129 1829 (UK) Tel: +36 1 808 81 66 (Hungary)</p> <p>Helvetic Clinics is registered as a company in Hungary. The registered name of the company is Revay Dental Clinic. Company registration number is 01-09-170336.</p> <p>There are two company directors: Dr Peter Lukacs and Dr Laszlo Lukacs.</p>	Met
4	Payment information	<p>The prices of dental treatments continue to be in place on the clinic's website here https://www.helvetic-clinics.co.uk/prices-dental-implants/</p>	Met
5	Refunds	<p>Information continues to be in place on the clinic website here https://www.helvetic-clinics.co.uk/guarantees/ describing how Helvetic Clinics guarantees the dental work it provides.</p>	Met
6	Testimonials	<p>Written testimonials from previous patients are included on the clinic website here - https://www.helvetic-clinics.co.uk/reviews-dental-treatment-abroad/</p> <p>From the testimonials seen, there are many positive reviews about the service.</p>	Met
7	Communication	<p>The Helvetic Clinics website is accessible in several languages including English, French, German, Norwegian, Danish, Icelandic and Russian https://www.helvetic-clinics.co.uk/</p> <p>Written treatment information for patients is provided in English. The clinic states that translators can be hired.</p>	Met

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8	Patient journey	<p>Helpful information is in place in the clinic website https://www.helvetic-clinics.co.uk/budapest for patients about organising dental travel to Hungary.</p> <p>This includes the following three areas;</p> <ol style="list-style-type: none"> 1. Requesting a treatment plan. 2. Transportation and accommodation in Budapest. 3. Arrival in Budapest. <p>A member of clinic staff is available to meet patients on arrival in Budapest and a driver to take patients to their accommodation.</p>	Met
9	Informed consent	The clinic has a arrangements in place to obtain consent from patients prior to proceeding with dental treatments. This includes information about the risks and benefits of treatments.	Met
10	Contact	The postal address, telephone contact details and e-mail address of Helvetic Clinics are clearly visible on the website here https://www.helvetic-clinics.co.uk/company-information/	Met
11	Information	The clinic website https://www.helvetic-clinics.co.uk/dental-implants-abroad/ has helpful information on the dental services on offer.	Met
12	Contract	Not assessed.	Not applicable
13	Complaints	Information continues to be in place on the clinic website here - https://www.helvetic-clinics.co.uk/complaints-policy/ setting out the process to make a complaint. The complaints policy was last reviewed on 31 January 2022.	Met
Conclusion	Helvetic Clinics has demonstrated continued compliance to the standards assessed. The assessor recommends the application for the Code of Practice is renewed.		