

HEALTHY SMILES - SMILEWEAVERS

A guide to our dental services for new and existing patients

Welcome to Healthy Smiles - Smileweavers. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance. You can check one of the following sections to find the information you need:

- the dental team
- services available
- appointments
- practice opening hours
- urgent and out of hours care
- your rights and responsibilities
- useful contacts

The dental team

At Healthy Smiles – Smileweavers, our dentists, dental nurses and reception staff will always aim to provide a high standard of care and service for patients. All our dentists are registered / licensed with the Nepal Medical Council. The members of our dental team are:

General Dental Practitioners

Dr Neil Pande BDS MFGDP(UK) MFDS RCS(Eng) 2385
Dr Aquila Shrestha BDS MFGDP(UK) 2494
Dr Angela Pande BDS 3019
Dr Arina Arjyal BDS 3017
Dr Banu Sharma BDS 2366
Dr Sahana Bajracharya BDS 6013

Visiting Specialists

Dr Rita Singh Periodontist (Gum Specialist) 3146
Dr Prashanta Shrestha (Oral Surgeon) 1958
Dr K.B Chetty POS–Ortho 2466
Dr Sudin Shakya POS-Ortho 3819
Dr Siddharth Dixit Prosthodontist 3233

Managers

Ramita Maharjan Practice Manager
Sunita Shrestha Front Desk Manager
Shribhakta Maharjan Finance Manager

Dental Assistants

Shanti Rana Magar
Sajita Rana Magar
Ganga Khadka
Shruti Rajbhandary
Chadani Bajracharya
Bipila Shrestha

Front Desk Assistant

Rojina Shrestha

Maintenance Incharge / Office Assistant

Mekh Bahadur Thapa Magar

Trainee

Sharda

Floor Managers

Radha Thapa
Indira Shrestha
Chandramaya Neupane

Security

Dinesh Rana Magar

The following dentists at this practice also act as trainers for recently qualified dentists and dental nurses – Dr Neil Pande, Dr Aquila Shrestha, Dr Angela Pande, Dr Banu Sharma, Dr Arina Arjyal.

Our practice is fully accessible for disabled patients.

Services available

Our dental treatment includes all treatment necessary to secure and maintain your oral health.

- Oral Health Examination and Risk assessment
- Diagnosis and Treatment Planning
- Digital Radiography
- Scaling and Polishing
- Gum Treatments
- Teeth Whitening
- White Fillings
- Root Canal Treatments
- Onlays and Inlays
- Crowns and Bridges – Ceramic, Metal, Gold
- Implants
- Dentures
- Child Dentistry

- Restoration of Decayed / Broken teeth
- Aesthetic Enhancements
- Extraction
- Minor Oral Surgery
- Orthodontics (Braces)
- School Oral Health Programmes
- Community Dentistry

Specialist services

We also provide the following specialist services – Periodontics (Gum Specialist), Orthodontics, Oral Surgery, Prosthodontics.

Appointments

Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning (+977-1) 4444689, 4420800 or e-mailing at hs@smilenepal.com

You can choose which dentist you would like to see at the practice including your regular dentist, but please note that this will depend on the appointments available.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. We follow guidelines issued by the United Kingdom National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a check-up every six months.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else

Opening hours

The practice is open from Sun – Fri from 10am – 5pm

Urgent treatment and out of hours care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.

If you need urgent treatment outside of the opening hours you can contact Dr Neil Pande at 9851053532, 4371527, 4373054 neil@smilenepal.com or Dr Banu Sharma at 9851086210 banu@smilenepal.com or Dr Angela Pande at 9851045461

We also offer a small number of appointments during practice opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment you can contact Sunita at 4420800 / 4444689.

Your rights and responsibilities

You are entitled to

- ✓ a thorough examination of your mouth, teeth and gums
- ✓ a full explanation of your treatment options
- ✓ a written treatment plan (including costs) *
- ✓ advice on how to keep your teeth and gums healthy
- ✓ information about this practice and the services available
- ✓ a care and treatment summary if you decide to transfer to another dentist
- ✓ make a complaint if you are not happy with your treatment and care

You are responsible for

- ✓ giving at least 1 day notice if you have to cancel or change an appointment.
- ✓ following your dentist's advice to prevent tooth decay and gum disease
- ✓ paying your bill promptly
- ✓ treating our staff with courtesy and respect

*** Please note – we may refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment.*

Your dental records

Your dental records will remain confidential and secure.

About our service

If you would like to comment about any aspect of our service please contact Dr Neil Pande at 9851053532 or hs@smilenepal.com. In his absence, please call Dr Banu Sharma at 9851045461 or banu@smilenepal.com. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing.

Useful contacts

Healthy Smiles Smileweavers The Dental Clinic
Healthy Smiles Pvt. Ltd.
Lazimpat
Opposite Hotel Ambassador/ Below Vaude, Illy
Kathmandu, NEPAL
Tel +977-1-4444689 / 4420800
E-mail: hs@smilenepal.com

Smileweavers Pvt. Ltd.
Opposite Shuvatara School Lane
Sanepa
Lalitpur, Nepal
Tel: +977-1-5526660
E-mail: sw@smilenepal.com

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