
HSE Patient Case Study – Zen Orthodontics

Interview with Debbie Morris from Kingscourt, Co. Cavan. Debbie is mum to Ellenor Morris aged 14 who finished her brace treatment after 18 months of treatment.

How did you find out about the HSE Scheme?

We found out about it from the school dentist that Ellenor saw. They told us we could choose one of two options: she could wait on the HSE waiting list and she would be 16 when she got her braces, or we could take the referral letter and go through the cross-border scheme. That way we would need to pay upfront but then we would get refunded through the cross-border scheme.

How did you find out about Zen?

I just did a bit of research and looked up orthodontic practices in Newry, near us, as it's the closest place to Kingscourt really if going cross border. It's the handiest drive. I just looked up and I found the Zen website. It looked professional, the testimonials were all very positive and the before and after pictures were very impressive. All the reviews were positive, so it seemed like a really good choice.

Do you know how long Ellenor would have been on the waiting list had she not come to Zen?

She would have been on the waiting list until she was 16, so it would have been a 5 year wait.

Did you have to wait for long for your appointment with Zen?

No, it was great as we got an appointment quickly. I think it was only a couple of weeks.

What process did you follow?

I contacted the cross-border scheme, I got their phone number from the HSE website and they sent me out the details. They talked me through the whole process and told me what I would need to qualify for the scheme. The referral letter was the main thing we needed and they sent me out a pack with all the other forms. When we had paid in full, I spoke to the treatment co-ordinator at Zen and she sent me out the pre-filled forms I needed to claim back the cost.

Did you have long to wait from your first appointment to Ellenor getting the braces on?

Only a week! She got assessed on the 19th and she got them on the 26th of August, so she got assessed one Friday and got the braces on the following Friday.

Did you have long to wait for the money to be reimbursed?

No. I sent the form off at the start of December and it was probably early January when they came back to me, so by the 4 weeks. HSE do say 4 – 6 to get reimbursed so there was no problem with that side of things.

How have you found your experience at Zen?

I have to say very good. Very professional, there's no waiting time, your appointment time is your appointment time. You're straight in and you're straight out, very good service. I would *highly* recommend. And I have recommended!!

Is there anything else you'd like to mention?

We'll be back with the next one and the next one after that probably! Even if the cross-border scheme wasn't in place, I would still come back and travel down to Zen. The service and the fact now that we know the team and we know the set up, I know it's worth that extra trip. We're very happy.