

GUIDANCE ON PAYMENT FOR PATIENTS SEEKING PRIVATE SURGICAL TREATMENT

These guidelines have been drawn up in the interests of transparency and to avoid confusion over billing and charges. Please read carefully through to the end of the document.

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FEE SCHEDULE*

Consultations

- Initial Consultation £180
- Subsequent consultations £125
- Emergency Consultations may incur a supplement if out of hours or travel is incurred

Please note that subsequent consultations fees apply to follow up appointments for conditions which have been previously investigated or diagnosed. Consultations for new conditions are charged at the initial consultation rate.

Consultations booked but not kept may be charged at the above rates.

Operations

- Charged according to the insurer's fee schedule
- For non insured patients please see below.

NOTES FOR PATIENTS *WITH* MEDICAL INSURANCE

Most insurance companies will agree to deal directly with the surgeon to avoid unnecessary paperwork. In order to bill your insurance company directly please bring the following items when you attend for your appointment.

- Details of your insurance policy including
 - policy number
 - preauthorisation number
 - scheme name
 - level of cover
- If you are using a broker or third party to deal with your insurance company (some work schemes use this method) please bring details.
- A claim form (if required)

Please note that if your insurance company requires a completed claim form to fund treatment, the patient is liable for all costs if this requirement is ignored.

Please also contact your insurer concerning the following as it will determine if you will be liable for any part of the costs of your treatment.

Please determine

- If you are covered for any proposed consultations and treatment
- If you have an excess on your policy and if so the level of the excess
- If there any exemptions on the policy e.g. consultation fees, pre-existing conditions
- If you are only covered for specific conditions
- If there is any limitation on where treatment can take place
- If you have cover only if there is an NHS waiting list for your condition that is longer than 6 weeks

Please note that if a 6 weeks rule applies your insurer will not fund any treatment that would be classed as 'urgent' e.g. cancer, or 'emergency' e.g. abscess drainage, appendicitis etc.

Please be aware that you as the patient (or patient's guardian if a minor) will be liable for all hospital costs and medical fees incurred for private treatment that are not covered by your insurance policy, once treatment is sought in the private sector.

NOTES FOR PATIENTS *WITHOUT* MEDICAL INSURANCE

If you do not have medical insurance please be aware that private medical care is expensive and significant costs can be incurred particularly if you require multiple investigations or there are complications to your surgery that requires further treatment. You (or the person agreeing to pay the bills on your behalf) will be expected to pay for all the costs of your care and where applicable this includes

- Consultations
- Diagnostic tests e.g. Blood tests, x-rays, histology, ultrasound and CT scans etc.
- Hospital Fees
- Surgeons Fees
- Anaesthetic Fees

Surgery

Please be aware that when surgery is undertaken privately, fees will be charged by the hospital, surgeon and anaesthetist. These fees will be billed separately unless you have agreed a fixed price for your surgery with the private hospital.

Details of fixed price surgery are available through the admissions departments at the hospitals listed below and will usually include hospital, surgeon's and anaesthetist's fees although you should always check first. Prices for the same operation will vary from hospital to hospital.

Where treatment is required for a complication of surgery, fees are payable on this aspect of treatment in addition to the original surgery. It is occasionally necessary to transfer patients to the NHS under these circumstances.

Where fixed price surgery is not available for your condition please ask for a quote from the hospital, surgeon and anaesthetist.

The price of your surgery does not include the costs of consultations which will be charged separately at the rates given in the fee schedule above.

UN-PAID INVOICES

If you have any query or difficulty over paying an invoice please contact my secretary on 020 8949 9064.

Where patients or their guardians are liable for unpaid invoices, whether in full or in part, payment will be sought, if necessary through a debt collector and the small claims court.

CONTACT INFORMATION

If you wish to have your consultation or treatment privately the following clinics are available. Provided you have been referred by your general practitioner or another medical doctor you may make an appointment directly with the clinic. If you have not been referred in this way please be aware that your insurer may decline to pay for any treatment or consultation costs incurred.

- To make an appointment phone the out-patients department
- To book surgery phone my private secretary
- To confirm the surgery with the hospital phone admissions

[New Victoria Hospital](#)

Tuesday evening and Saturday morning.

184, Coombe Lane West, Kingston-upon-Thames, Surrey, KT2 7EG

Out Patients: 020 8949 9020

Admissions: 020 8949 9010

Switchboard: 020 8949 9000

[Parkside Hospital](#)

Wednesday Evening

53, Parkside, Wimbledon, SW19 5NX

Outpatients: 020 8971 8026

Admissions: 020 8971 8012

Switchboard: 020 8971 8000

[Coombe Wing; Kingston Hospital](#)

Thursday Afternoon

7th Floor, Esher Wing, Kingston Hospital, Galsworthy Road, Kingston-upon-Thames, Surrey, KT2 7QB

Outpatients: 020 8934 2875

Admissions and Reception: 020 8546 6677

[My Private Secretary](#)

Mrs L. Burgess

Phone: 020 8949 9064

Fax: 020 8949 9085

E-mail: secretary@keyholeclinics.com

*Fees quoted in this document may be updated periodically

Peter Willson
9-Jul-11