

# Terms and Conditions



## Section 1 - General Information

### A - Undertaking to Pay

All private patients are required to sign an 'Undertaking to Pay' form on admission. By signing the Undertaking to Pay form the patient acknowledges that they are being treated as a private patient and will be liable for any costs incurred that will not be covered by an insurance company. Furthermore, the patient is agreeing that their treatment will remain as a private patient for the duration of their episode of care. Should the patient wish to transfer back to the NHS they will be liable for any costs incurred up to that point. It is worth noting that the Department of Health and Social Care guidelines state that the patient will not receive preferential waiting times because of their private care. In the event of a future dispute, the signed Undertaking to Pay form is confirmation of the patient status as a private patient for this episode of care.

For patients that are admitted at short notice, out of hours or are being transferred from NHS treatment elsewhere within the Trust, their admission to the ward and/or consultant acceptance will mark the beginning of their private treatment. Any treatment occurring after this point will be considered private and billed accordingly, even if the Undertaking to Pay form is not signed until office hours resume.

### B - Rates

Parkside has a negotiated tariff with most of the major insurers and all treatment is charged in accordance with this. If the patient is self-funding or insured by a company that we have not yet negotiated a tariff with, treatment will be charged at our self-funding rate.

### C - Consultant Fees

Unless otherwise stated (for example, as part of a treatment package), Parkside does not bill for fees on behalf of consultants. Your consultant will bill their fees separately and details of rates will be available via their private secretary.

### D - Payments

We accept BACS payment or credit/debit cards. (This excludes American Express).

We no longer accept cash or cheques.

Payment is required in full at least 72 hours prior to admission.

## Section 2 - Insured Patients

**Our Undertaking to Pay form is an agreement between Parkside and the Patient, not the insurance company. Wherever possible we will seek to authorise and recover payments from the insurer, but you are ultimately responsible for any fees incurred.**

As part of our agreements with the major insurance companies, we undertake to preauthorise all inpatient treatments. Our Insurance Clerks will contact the insurer prior to a patient's admission to confirm the treatment and to obtain an authorisation code. We advise that patients also contact their insurer prior to treatment as individual policies can vary and authorisation is not guaranteed. Please note all outpatients treatments, including diagnostics and scans are to be authorised by the policy holder.

Parkside will inform the patient if we are unable to obtain authorisation for their inpatient treatment. If the patient chooses to proceed, they will be liable for all costs and will be charged at the standard self-funding rate.

Please note that, even when authorisation is obtained there are certain items that are routinely not covered by insurers, the patient will be liable for the cost of these items - these will be invoiced upon discharge. These items can include (but are not limited to) take home medication, appliances/equipment and or consumables. For example: crutches, braces, seat raisers etc.

Depending on the patient's policy, there may be an excess or shortfall to pay on the cost of the patient's treatment, even if authorisation has been obtained. Parkside will invoice patients directly for this amount. If the patient is concerned that their policy may not cover all aspects of the treatment, they should contact their insurer directly prior to admission.

If the patient is undergoing a general anaesthetic, it is the patients' responsibility to confirm separately that the insurer will cover the consultant anaesthetist's fee.

It is patients' responsibility to provide full insurance details (name of the insurer, membership number and authorisation number) prior to their treatment.

## Section 3 - Self-Funding Patients with Treatment Package

### A - Inclusion

The patient will receive a letter outlining the price of their treatment package. Unless otherwise stated, this price will include:

- Hospital accommodation and patient meals
- Theatre charges
- Nursing care during admission
- Drugs, dressing and take-home prescriptions
- Use of surgical appliances/equipment and theatre consumables for admission and take home purposes
- Prostheses and high cost drugs
- Routine inpatient diagnostics, imaging, pathology, occupational and physiotherapy
- Follow-up consultation(s), if agreed in advance with the consultant
- Surgeon and anaesthetist fees (if applicable) - please refer to admission letter
- Should your consultant arrange any post-op removal of stitches, dressings and/or plain film X-rays within Parkside facilities, these will be included in your package price.

If a patient is unclear of any particular element of their Treatment Package, they should contact the Parkside Booking Office. We reserve the right to revise package price costs subject to your Pre-Op Assessment outcome. Full payment will be required in advance of your admission and our Bookings Team will contact you to obtain this.

## B - Exclusions

Unless specified on your treatment package letter, the following exclusions apply:

- Patients' initial consultation, any outpatient diagnostic tests or treatments carried out prior to a patient's admission
- Any post surgery outpatient appointment not specified under the inclusion in Section 3
- Treatment received at any other facility or Hospital that is not part of Frimley Health NHS Foundation Trust
- Any appointments or treatments related to a separate condition or episode of care

## C - What happens if I suffer complications?

Please note that no surgical procedure is completely risk free. Your consultant will discuss with you the common and uncommon risks and complications of your procedure before you decide to proceed. The cost of your Package includes the treatment costs of complications directly resulting from your original treatment that arise within 30 days of your discharge. This covers any out-patient, in-patient and day care that you might require at Frimley Health NHS Foundation Trust only. Please note that you may incur additional charges for any complication that arises from an unrelated condition/diagnosis.

## D - What happens if I am required to transfer to an NHS ward internally due to clinical need?

The patient will be transferred to other ward areas, clinically suitable to their needs and requirements. The patient's care will continue as a private patient unless agreed otherwise.

# Section 4 - Self-Funding Patients without Treatment Packages

## A - Itemised Costs

It is not always possible to provide a Treatment Package to self-funding patients. If a patient is self-funding and has not been given a Treatment Package, the patient will be charged on an itemised basis for each element of their care.

Some treatments, such as angioplasties, where costs can vary dramatically, the patient will be asked to make a deposit payment prior to admission. If the patient's treatment cost is less than the value of the deposit, Parkside will refund the patient the difference. If the cost of the treatment totals to more than the amount of the deposit, the patient will be invoiced post discharge accordingly. We will endeavour to keep you informed of the costs during your admission and you may be asked to make an additional payment during your stay.



## B - Consultants and Consultants' Fees

Whilst at the Hospital, the patient will be under the care of the consultant they have been referred to, they may also involve other consultants in the patient's treatment and/or hospital staff including nurses will provide the patient with care related to their treatment, under the consultants instructions. Except where the Hospital expressly agrees to collect the consultant's charges as agent on behalf of the consultant's fees. Instead these will be charged separately to the patient by the consultant.

## C - What happens if I suffer complications?

Surgical procedures are not risk free. The patients' consultant will discuss common and uncommon risks and complication relating to the procedure before the patient decides to proceed. Unless otherwise agreed, all costs relating to a complication will be charged to the patient accordingly.

## D - What happens if I am required to transfer internally to an NHS ward due to clinical need?

The patient will be transferred to other ward areas, clinically suitable to their needs and requirements. The patients care will continue as a private patient unless otherwise agreed. Additional cost will apply and charged accordingly.

# Section 5 - Miscellaneous



## Cancellation

In the event a patient chooses to cancel their surgery and/or is deemed not medically fit for their surgery at the point of pre-admission, on admission and/or during admission, the patient will be charged for any costs incurred for services provided up until the point of cancellation.

If the Hospital/Consultant cancel your procedure due to unforeseen circumstances, no charges will be incurred in relation to this admission.

## Property

Parkside will make every effort to look after your belongings, however we cannot accept responsibility for any loss or damage to property while you are an inpatient at the Parkside Suite. Where possible please do not bring valuables into the hospital.

## Transport

Although Parkside can arrange private transport for patients, we cannot facilitate the payment. Payment for Transport to and from the Hospital will be an arrangement agreed by the Patient and Transport Company directly. It is worth noting that most insurance companies will not cover the cost of this.



# Sharing Information

As you have attended or are due to attend The Parkside Suite at Frimley Health NHS Foundation Trust, the hospital would like to take this opportunity to inform you of the ways in which the information obtained from you may be used.

Information about yourself will be asked to enable the staff to deliver the healthcare you need. This information will be shared with your GP and other healthcare professional involved with your care eg; District Nurses. You may also be receiving care from other people outside the NHS eg; Social Services – please note information is only ever used or passed on when essential to your care.

Our staff may also ask for information, which is needed for other purposes, including:

- Looking after the health of the general public
- Helping staff to review the care they provide to make sure that this is of the highest standard
- Managing and planning within the NHS, for example:
  - Making sure that our service can meet patient's needs in the future
  - Preparing statistics on NHS performance and activity
  - Investigating complaints or legal claims

Information may be used for training and educating staff or in research which has been approved by the local Research Ethics Committee. In these cases, if your details are involved you will be contacted for approval. There are also circumstances in which the law requires the hospital to pass on information, for example to notify of a birth.

At your request staff will also keep a relative, friend or carer up to date with the progress of your treatment.

Frimley Health would also like to take this opportunity to inform you that you have the right to apply for access to your health records for which a minimal administrative fee will be charged. Employees of the Trust are under a legal duty to keep information about you confidential and anyone who receives information from this hospital is under the same legal duty. Wherever possible details which identify you will be removed.

## Caldicott Guardian

The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act (GDPR) and common law.

Maintaining the legal right to patient's confidentiality continues to be an important commitment on our part. To help with this we have appointed someone who is called the Caldicott Guardian, and who has the responsibility to ensure the protection of patient's confidentiality throughout the Trust in accordance with your legal rights.

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