Dr Paul Worth

Spire Cambridge Lea Hospital 30 New Road Impington Cambridge CB24 9EL **Appointments 01223 266900**	Spire South Bank Hospital 139 Bath Rd Worcester WR5 3YB **Appointments 01905 971354**	Circle Droitwich Spa Hospital St Andrews Rd Droitwich Spa WR9 8DN **Appointments 01905 885769**

Dear Sir / Madam

Thank you for choosing to see me for an outpatient consultation. This document sets out some important information that I am required by law to provide you. This is for your information and is not a bill. Please read this document carefully.

As this letter includes information about my charges, if you do not have private medical insurance but someone else will be paying your bill, you may wish to pass a copy of this letter to them. Please note that even if someone else is paying your bill or you have private medical insurance, you are responsible for paying any charges which they do not pay, and you are still kindly requested to sign this letter.

1. Appointments and fees

a. My fee for an initial consultation will not exceed £350 (for a 40 minute consultation) and my fee for any follow-up consultation will not exceed £225 (for a 20 minute consultation). If you require a longer appointment at any stage, please liaise with my secretary Jane and we will endeavour to accommodate you and provide a quote for the cost in advance.

b. If it is more than one calendar year since your last appointment with me, I reserve the right to advise a 40 minute consultation and charge a consultation rate of £350 if I think this is necessary and in your interest. Please check with my secretary if in doubt.

Following your consultation you may need certain tests (such as blood tests or imaging, for example an X-ray, MRI or CT scan) to help me diagnose your condition. If the test is undertaken by the clinic or hospital, and not by me, the fees for those tests will be determined by the clinic or hospital and charged to you, or your private medical insurer, separately. (See section 5, *Arranging and paying for tests provided by other providers,* for more detail). If there are any fees which I will charge in relation to any of the tests I advise that you have, I will let you know what these will be.

2. Cancellation fees

We require at least 48 hours' notice if you wish to reschedule or cancel your appointment or procedure without charge.

- For appointments on a Monday, we must receive notification before 11am on the preceding Thursday.
- For cancellations with less than 24 hours' notice or if you do not attend your appointment, a cancellation fee of 100% of the appointment charge at the self-pay rate will be charged.

- For cancellations with more than 24 hours' notice but less than 48 hours' notice, a cancellation fee of 50% of the appointment charge at the self-pay rate will be charged.
- If you do not attend your appointment without prior notice, 100% of the consultation fee will be charged.

Please note that most insurers will not cover a cancellation fee so you would be invoiced directly. This policy helps ensure that appointment times remain available for other patients requiring specialist care. Thank you for your understanding.

3. Medical Reports arising from consultations

I will write a report detailing your consultation to the person who referred you, usually your GP, and any other medical, nursing or health care professional who I judge should know about your your condition, unless you do not consent to this. You will also receive a copy. It is my preference to send copies of correspondence by email wherever possible or by downloading the letter from my Carebit portal (where applicable). **You are requested to provide a private email address to which your copy report will be sent using non-encrypted email**. It is your responsibility to ensure that this email is sufficiently secure and private, but as with all unencrypted email, I cannot guarantee that email correspondence is completely secure. If you are concerned about the security of email or other means of electronic transfer, please let me or my PA know. Please note however that security of the postal service equally cannot be guaranteed, and I cannot accept any responsibility for correspondence falling into the wrong hands through no fault of mine or of my PA. Please see my privacy policy at drpaulworth.co.uk for further information.

4. Payment of fees

My invoicing and remittances will be handled either by Civica Medical Billing and Collection (CMBC) or by Carebit, a form of practice manager software. We will pass your name, date of birth, address, telephone number and email address where applicable to CMBC by secure email for this purpose only. No special or sensitive data (as defined by GDPR legislation) will be transferred.

a) **Self-funding patients.** In order to confirm your appointment, you may be asked to provide a credit or debit card prior to your appointment. This card will be used to settle your account **within 15 calendar days** from the date of your appointment and payment must be made to CMBC. Please note that the swipe of your credit card taken at any of the hospitals where you come for your appointment **cannot** be used to pay your invoice. This card is required by these hospitals in case of tests or services provided directly to you by these hospitals such as scans or blood tests that I may request on your behalf and on which we will agree before I request them (see section 5. *Arranging and paying for tests provided by other providers*).

b) **Insured patients.** I am recognised by the following private medical insurers: Allianz Partners, Aviva Healthcare, AXA Health, Healix Health Services, VitalityHealth, WPA, Alliance Health Corporate, Bupa, Bupa Global and Exeter Family Friendly. Please note you are responsible for any fees not covered by your insurer. If you have private medical insurance, please contact your insurer before your consultation, to check the terms of your policy, particularly the level and type of outpatient cover you have, including any reimbursement limits on individual consultation fees. CMBC will invoice your insurance company on my behalf.

5. Arranging and paying for tests provided by other providers

Special tests such as scans can be expensive. If I recommend that a special test is carried out, this can be paid for either using your insurance where applicable, or at your own expense. It is your responsibility to ensure that tests I recommend are covered by your particular insurance policy. If you are in doubt, I recommend that you contact your insurer before the test is requested and before having the test. For patients paying for their own tests, it is your responsibility to check

with the provider of that test to determine how much these tests will cost and are affordable. Settlement of the accounts for these tests is a matter for you and the provider of the tests and is entirely separate to my service to you. **I am not responsible for any financial queries, disputes or problems arising or relating to services provided to you directly by any of the hospitals or providers from where I order tests and over which I have no control.**

6. **Quality Information**
   You can compare independent information about the quality of private treatment offered at the hospital and other private healthcare providers from the Private Healthcare Information Network (PHIN) website: www.phin.org.uk.

Signed



Dr Paul Worth
On behalf of Paul Worth Neurology Ltd