



Kingston Private Health Self-Pay Packages

Terms and Conditions

Treatment delivered as a self-pay package

The following Terms and Conditions apply when you opt to self-pay for one of Kingston Private Health's treatment packages.

If you require treatment and you are self-funding your private care, we may be able to provide you with a fixed price for this. Our fixed price will be provided to you following a satisfactory consultant assessment and confirmation that the treatment you require can be provided at Kingston Hospital.

Please note that when we use the words "we", "our" or "us" we mean Kingston Hospital NHS Foundation Trust. When we use the term "you" or "yours" we mean the person who will receive the care and services set out in our letter of confirmation.

1. General Terms

- 1.1. These terms and conditions, together with the written quotation and your agreement to these Terms and Conditions, form the basis of our contract with you. The quotation we offer is only valid once you have received written confirmation from Kingston Private Health.
- 1.2. Kingston Private Health and your consultant must be satisfied that you do not have any pre-existing medical conditions, or other factors, that are likely to give rise to complications or the need for additional treatment during your stay.
- 1.3. If appropriate, you agree to attend a clinical pre-assessment to establish that Kingston Private Health is able to treat you that you do not suffer with any such pre-existing medical conditions that may give rise to such complications or need for additional treatment.
- 1.4. **You will be required to pay in full for your treatment before admission to hospital and before receiving any diagnostics or procedure.** You can pay by credit or debit card.
- 1.5. No refund will be given if you decide not to proceed with the treatment after admission to hospital or if you decide to discharge yourself, at any time, against the advice of your consultant or the nursing staff.
- 1.6. You will not be admitted to Kingston Private Health until we receive payment in full and in advance of your planned treatment.

2. Cancellation charges

- 2.1. For early cancellation (more than 14 days before planned treatment) a full refund will be given.
- 2.2. For cancellation between 14 and 24 hours of planned treatment cancellation charges of 50% of the total fee will apply.
- 2.3. If you cancel within 24 hours of planned treatment, or do not attend Kingston Private Health at the correct time, you will be liable for the full charge.



- 2.4. For any cancellation 14 days or fewer before planned treatment, where any item/s specific to your treatment has been ordered and cannot be returned, you will remain liable for the cost of procuring such item/s.
- 2.5. If following your clinical pre-assessment your consultant determines it is not suitable to proceed with treatment, a full report will be provided and any advance payment you have made for private services that have not been delivered will be refunded to you. The cost of all pre-operative tests or any other services that have been delivered prior to the decision not to proceed with treatment will remain your responsibility.
- 2.6. Although we try to avoid such instances, there may be occasions where we are required to cancel your appointment or admission date, for example due to unavailability of staff or materials without which we cannot provide your care. If this happens we will always try to rearrange any appointment as soon as possible. If we are unable to find a suitable alternative date and have to cancel the provision of any part of the self-pay package that has not been provided to you, we will refund these amounts to the person who made the original payment.

3. Treatment Delivery

3.1. What is included:

- Any pre-operative assessment if necessary before admission
- All hospital services e.g. room, nursing services, operating theatre charges, pathology, inpatient therapy
- Charges for the agreed prosthesis (where your procedure involves any prosthesis)
- Drugs and other materials used during your stay
- Take home drugs relating to your private package of care and as advised by your consultant for up to five days after discharge
- All additional costs necessary to provide your treatment (e.g. hire of special instruments or equipment)
- Outpatient treatment that you may require after you leave hospital (up to ninety days unless stated otherwise) that relates to the procedure including removal of sutures, removal of cast. Please note, packages do not include any outpatient therapies unless explicitly stated in the description and quotations provided.
- Any re-admission to the hospital for medical complications arising from the original procedure for up to thirty days, subject to following post-operative recommendations as set by your consultant
- Replacement prosthesis in accordance with the manufacturer's warranty if the prosthesis fails during its expected lifetime.

3.2. The prices detailed in our quotation do not include:

- Any professional (consultant or anaesthetist fee(s) unless explicitly detailed in the quotation that you have been provided with)
- Any outpatient diagnostic services (unless explicitly detailed in the quotation that you have been provided with)
- Any outpatient therapies prior to or following your treatment or surgery (e.g. physio, dietetics, occupational therapy etc.) unless explicitly detailed in the quotation that you have been provided with.
- Fees for outpatient consultations before and after surgery
- Treatment delivered in high dependency, intensive care or critical care (N.B. This is available for free at the point of delivery for those who are entitled to NHS treatment (see paragraph 4)



- If you choose to remain an inpatient after your consultant has advised there is no clinical reason for you to stay, we will make an additional charge for each night you remain in hospital and to cover any additional costs incurred during your stay
- Treatment of other conditions identified at pre-assessment which require a separate pathway of care
- A replacement prosthesis where required due to normal wear and tear
- Any long term care that may be required
- Any revision procedure which is not clinically required (clinically required means where further intervention and /or monitoring of your condition is deemed necessary as a direct result of the original surgical intervention).

4. Cosmetic Packages only

- If your Consultant agrees that the aesthetic outcome of your cosmetic treatment was not in line with the expected outcome that was discussed and documented with your Consultant, before your treatment, then your Fixed Price Package will include the cost of one episode of aesthetic revision treatment. This must be identified by your Consultant within 6 months of your original treatment date. If you are unhappy with the outcome of any episode of aesthetic revision treatment, then any further treatment will not be included in your original Fixed Price Package.

5. NHS treatment

- 5.1. Should you undergo treatment with us, and as a result require emergency NHS care, the treatment you obtained from us under the self-pay package will not preclude you from your right to access emergency NHS care.
- 5.2. If you are not entitled to free NHS care, but you require NHS treatment, please note that you will be liable to pay for any and all such charges relating to the NHS treatment provided. We will endeavour to inform you of such charges in advance of any NHS treatment. However, failure to inform you that charges will apply does not alter the fact that you will remain liable for such charges.

6. Contact

- 6.1. If you have any questions about these Terms and Conditions, or if you have any questions around the quotation that you have received, please contact the Kingston Private Health finance team directly on:

T: 020 8934 3938/020 8934 6020

E: KPHFinance@nhs.net.

END



Kingston Private Health

Self-pay Package Acknowledgement

I (please print name).....

have read and understood the terms and conditions associated with the delivery of self-pay packages at Kingston Hospital NHS Foundation Trust.

I hereby agree to pay for any and all services provided by Kingston Hospital NHS Foundation Trust in accordance with Kingston Private Health’s Self-pay Packages Terms and Conditions and Kingston Private Health’s Terms of Business (copies available on request).

Signed

Date/...../.....

Please return this acknowledgement without delay to assist us in confirming your booking with Kingstin Private Health

Forms may be handed to a member of reception staff or scanned and emailed to KPHEnquiries@nhs.net

For official Office Use Only:

Name of patient		Hospital Number	
Package (Inc code)		Package Price	
Date to come in		Date Payment Taken	