

FINANCIAL INFORMATION FOR INPATIENTS & DAYCASES

Before admission to the Hospital

You will receive a letter, together with a pre-admission registration form and medical questionnaire. It is important that these are completed and returned to the Hospital before your admission.

Insured Patients

If you are insured, it is important that you tell your insurers of the proposed admission date and treatment if necessary.

Claim Forms:

Most insurance companies require the claim form to be completed by both yourself and either your GP or Specialist (Consultant). Wherever possible, a claim form must be completed before or on admission.

Invoices:

There will usually be three invoices:

- One from the Hospital
- One from the consultant surgeon
- One from the consultant anaesthetist

Unless the Hospital charges on behalf of the consultant, these invoices will normally be sent (if applicable) with your claim form to your insurance company.

However, some consultant surgeons and consultant anaesthetists are self accounting. This means they sometimes send their invoices to you directly. Please forward these invoices to your insurers.

All charges are pre-agreed with your insurance company and therefore copy invoices are not normally sent to you by the Hospital.

Personal Expense

There are some charges not covered by insurance companies, such as visitors' meals, telephone calls, take-home drugs or physiotherapy aids. A separate invoice will be sent to you directly for these items.

Overseas Insurers

Most overseas insurance companies expect patients to settle accounts on admission and to reclaim the costs at a later date. Therefore, we will ask for payment on admission to the Hospital although special arrangements can sometimes be made on request.

Self Pay Patients

If you are going to pay yourself, it is normal to receive a GUIDELINE or FIXED COST PRICE before you are admitted for your treatment.

This normally covers inpatient costs but excludes normal pre-operative and post-operative diagnostic tests (unless arranged in advance), outpatient consultations, either before or after your inpatient care.

It does not include telephone calls, visitors' meals; take home drugs or physiotherapy aids.

Please see the terms and condition for further information. An invoice will be sent to you for these items and we would request settlement by return.

Where it is not possible to provide a guideline or fixed cost price, and where we are unable to estimate the treatment, an amount will be asked for upon admission.

Accounts:

You will be asked to pay your account prior to or on admission in a CLEARED form, i.e. cash, debit card, personal cheque, Master/Visa credit card or bankers draft payable to the Hospital.

Should you wish to pay by personal cheque, please ensure that payment is received a minimum of seven working days prior to admission.

You (or your representative) will be kept regularly informed on costs incurred and further payments on account will be required, if necessary.

What if my Insurance Company does not pay?

If your account is not settled within 30 days, you may receive a statement of account advising you that your insurer has not paid, and giving any additional information we have.

We would suggest that you contact your insurer for advice or the reasons for non-payment.

Please note:

Appointments not attended will be charged.