

FINANCIAL INFORMATION FOR OUTPATIENTS

This leaflet explains how to pay for private appointments or consultations.

Upon your arrival at the Hospital

When you are referred to a Consultant by your GP, you will be asked to complete a Hospital Registration Form. This form will ask you for your insurance company and registration number or if you are going to pay yourself (please ask a staff member if you are unsure on how to complete the form).

Insured Patients

If you are an insured patient, it is necessary that you advise your insurance company before your visit and to tell them that you are attending the Hospital for consultation and possible diagnostic tests.

Please confirm with your insurance company if there is an excess to pay.

They will tell you whether your policy will cover the treatment and how to make a claim.

Hospital Accounts:

So that we can settle your account directly with your insurance company, we will need the following information upon your arrival at the Hospital:

- Name of your insurance company
- Registration number
- The scale or level of your insurance cover
- Claim form
- Claim number or authorisation code Hospitals operate a direct link with BUPA, BUPA International, PPP, Standard Life, Norwich Union & Royal and Sun Alliance. Accounts to these insurers can be electronically transmitted.

BUPA Patients: Please ring Direct line 0845 6090111 for authorisation number. You will not need a claim form unless you are part of a corporate policy.

PPP Patients: You will always need to complete a claim form for each course of treatment.

Standard Life Healthcare Patients: Please refer to hospital for guidance.

Self Pay Patients

Accounts: Where possible you will be asked to pay your account at the time of the appointment. We accept the following credit cards: Mastercard, Switch or VISA, or cheques made payable to the Hospital.

For both Insured and Self Pay Patients

Consultant Accounts: If the Hospital does not charge for the consultant, a cheque made payable to the consultant should be sent to the address shown on the consultant's letterhead.

What charges will I receive?

Once you have attended your consultation, you may receive one or more of the following charges:

- Consultation fee (can be invoiced directly by the Consultant or the Hospital)
- Blood tests
- X-rays
- Physiotherapy and physiotherapy aids
- Minor outpatient procedures may be charged by both the Consultant and the Hospital
- Take home medication charges from the Hospital.

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 insurers for advice or the reasons for non-payment.

Please note:

Appointments not attended will be charged.