

# Ramsay Health Care Patient Terms & Conditions

The Terms & Conditions are read in association with the patient registration form and will be legally binding terms upon which your outpatient consultation and treatment will be provided to you at a Ramsay Health Care UK (Ramsay) hospital or clinic (Hospital). Please read these Terms & Conditions carefully and raise any questions you may have before you attend the Hospital. These Terms & Conditions together with your signed Registration Form are legally binding and require you to pay Ramsay for services and materials relating to your treatment as a private patient.

Consultants involved in your care are independent healthcare practitioners. Accordingly, you will have a separate agreement with your consultant and Ramsay will not be liable for any act or omission of a consultant. Each consultant will be responsible for the care they provide to you.

The following Terms & Conditions apply where you are self-funding (funding your own) your outpatient appointment, tests, and treatment. They will apply to any outpatient services provided to you in the Hospital, including minor procedures and physiotherapy.

## Outpatient Appointments, Diagnostic Tests and Treatment

Your consultant will charge you a separate fee for your outpatient consultation, and you will be charged fees by the Hospital for any diagnostic tests or treatments carried out during or following your consultation. For example, where your consultant suggests you have blood tests taken, the Hospital will charge you a fee for the tests, in addition to your consultant's fee. Please ensure that you are aware of the fees involved in advance of undergoing any test or treatment. If you are unsure, please speak to your consultant or the Private Patient Team at the Hospital who will be able to provide you with a breakdown of fees. Your consultant fees and Hospital fees may be invoiced separately. Where Ramsay invoices for both consultant and Hospital fees, Ramsay will be collecting your consultants' fees on their behalf.

Ramsay does not warrant or guarantee that all services listed or advertised will be available at all times. Ramsay reserves the right to withdraw or amend any services. There may be instances where we need to amend or cancel your appointment, even after this has been confirmed and paid for, due to circumstances beyond our control, including the unavailability of required healthcare professionals. However, we will endeavour to rebook your appointment at a convenient alternative time. If the Hospital has cancelled an appointment which you have already paid for and no alternative is possible, you will be refunded the fee paid.

## Outpatient Packages

In some circumstances you will be offered an outpatient package of care that includes the cost of consultation and specific tests or treatments to be carried out in an outpatient setting.

Please ensure that you are aware of the tests and treatment that are included in your outpatient package because there may be additional diagnostic tests or treatments provided that are not included, and these will incur additional fees. Additional fees for diagnostic tests or treatments outside of the outpatient package may result in your consultant fees and Hospital fees being invoiced separately.

## Payment

You may be asked to pay for your appointment in advance; or at the point of attendance at the Hospital; or you may be invoiced following your attendance.

You agree to pay your consultant fees and Hospital fees for any services you receive. By attending the Hospital for your consultation, undergoing treatments and/or signing the patient registration form you hereby authorise Ramsay to take payment for your Hospital fees, (and where applicable your consultant fees and any cancellation fees), from the card details you provide on attendance. Where no card details have been provided, or where a card payment is subsequently declined, you agree to pay for all such fees in accordance with the invoice provided to you.

### (a) Payment to your Consultant for Consultant Fees

Payment may be made via Debit or Credit Card or via bank transfer directly to your consultant. Please check with your consultant which form of payment and which cards are accepted.

### (b) Payment to the Hospital/Clinic for Hospital Fees

Payment may be made via Debit or Credit Card (other than American Express) or via bank transfer, bank details can be provided by contacting the Hospital.

## Cancellations

### (a) Outpatient consultation cancellation

Your outpatient consultation is carried out under an agreement between you and your consultant. Please refer to your consultant for the relevant cancellation fees. You may be required to pay for your consultation at the point of booking and non-attendance could result in a fee.

### (b) Planned Hospital treatment or diagnostic test cancellation

The cancellation fee will depend on the reason for cancellation and the notice period given.

- If you cancel your planned treatment or diagnostic tests more than 14 days ahead of your treatment date no cancellation fee will be applied.
- If you cancel between 14 days and 48 hours, you will incur a cancellation fee which will be a reasonable reflection of the costs and will not be more than 30% of the fee for the treatment or diagnostic test price.
- In the event you provide less than 48 hours' notice of cancellation, or do not attend for your planned treatment or diagnostic tests, you will be liable for the full amount, and where payment has been made in advance, no refund will be provided.
- A refund will be provided where your treatment is cancelled on your consultant's recommendation due to medical reasons.

### **Rescheduling Treatment**

- If following cancellation, you reschedule your treatment or diagnostics with us and it is re-booked within 30 days of your original date, the cancellation charges as set out above will not apply. This is only valid for the first occasion that you cancel and re-schedule; any subsequent re-schedules or cancellations will be subject to the cancellation charges above.

Ramsay may update these Terms & Conditions and the Registration Form from time to time. Updated terms and form will only apply to new episodes of care. If you are part way through an episode of care, the Terms & Conditions and Registration Form will remain unchanged.