

Berkshire Grove Hospital

Patient Terms And Conditions

Introduction

Welcome to Berkshire Grove Hospital. These terms outline the basis upon which you will receive treatment at our hospital.

Please note that Berkshire Grove Hospital may make revisions to these terms from time to time. However, any modifications will only apply to new Care episodes or Treatment Packages, and not to any ongoing treatments.

We encourage you to carefully review the terms related to our charges. If you have any questions about the cost of a service, don't hesitate to ask. You can find our standard rates on our website or request a copy on-site. Please inform us if you need any clarification on any section of the Terms before signing the Registration Form.

Pay close attention to the sections regarding Consultants. It is essential to understand that Consultants who will be involved in your Care are independent practitioners and are not employed by Berkshire Grove Hospital. Your contract for Care is separate from the contract you have with your Consultant. If you have any questions regarding how your contract works, please feel free to ask for clarification.

Terms and Conditions for Self-Pay Patients

We want to provide you with the best possible experience at our hospital. To ensure a smooth process, we ask that you make payment within the timeframe specified on your invoice. If you have any concerns or questions about your invoice please let us know and we will work with you to resolve the issue.

Fixed price offers

The hospital may offer you a package of care at a fixed price. Any such offer can only come directly from the hospital; consultants are not authorised to make a fixed price offer on our behalf, and offers made to you by other parties may not be recognised by us.

We want to ensure that you fully understand the details of your Treatment Package. Please find below a breakdown of what is included and what is not included in your Fixed Price.

What's included in the Fixed Price:

- A complete course of DVT prophylaxis if required

- One follow-up appointment with your Consultant (although their terms may allow for more than this)
- Clinically necessary blood tests during your admission
Treatment of clinical complications (as set out below)
- Accommodation and meals during your stay
- Nursing Care during your stay and post-discharge (such as removing stitches, plaster cast application/ removal, and changing dressings)
- Operating theatre charges
- Pre-admission tests to determine your fitness for surgery
- Tests, treatments, drugs, and dressings needed during your Hospital stay
- Essential medical or surgical equipment
- Implants typically used for the procedure you are having, chosen from a standard range
- Take-home drugs prescribed by your Consultant for up to 7 days after your discharge

What's not included in the Fixed Price:

- The initial consultation or tests carried out during it
- Care that takes place other than at Berkshire Grove Hospital
- Care that is not listed above as being included, or care that is specified as excluded from your Treatment Package
- Sundry items
- Care that you receive that is not related to your Treatment Package

If any of these items are not included in your Fixed Price, you will be asked to pay for them separately at Berkshire Grove Hospital's Standard Rates (unless otherwise stated in your Treatment Letter). If you have any questions about what is or is not included in your Fixed Price, please don't hesitate to ask us. We're here to help you understand every aspect of your care.

What if I change my mind and don't want to go through with my Treatment Package?

We understand that sometimes circumstances can change, and you may decide not to proceed with your treatment. If this happens, you will only be charged for the care that you have received up until that point, at the hospital's standard rates, capped at the Fixed Price for the items included in your Treatment Package. If you cancel your treatment within 7 days of your scheduled appointment or admission date, we may charge a cancellation fee.

If you have already paid for your Treatment Package and decide to cancel, we will refund your payment, but any outstanding balance owed to the Hospital or Consultant will be

deducted. Refunds will be issued by electronic transfer to the cardholder or person who made the original payment. We do not offer cash refunds.

If your Consultant has to cancel your Treatment Package for medical reasons we will refund unused elements of your Treatment Package. We do not issue a partial refund if you are discharged earlier than expected.

What happens if I experience complications during or after my treatment?

All medical procedures come with risks even with the best care. Your consultant will discuss potential risks and complications specific to your care directly with you. If you need clarification of this you should approach your consultant in the first instance. If you still feel you do not have enough information please ask us, and we will signpost you to the correct information source. Do not proceed with any treatment if you do not feel adequately appraised of its benefits, limitations, risks and potential complications.

If you experience any complications directly related to your Treatment Package, the cost of treating them at the Hospital will be covered by your Fixed Price. However, this only applies if you follow the advice of your Consultants and other medical professionals involved in your care.

For cosmetic Treatment Packages, any clinical complications must be identified by your Consultant within 12 months of your original treatment date.

What if I am not satisfied with the aesthetic results of a treatment?

If we agree that an aesthetic treatment does not match the expectations set out beforehand between you and your Consultant, we will waive our fee for one episode of aesthetic revision treatment. This applies only if you notify the Hospital in writing within 12 months of your original treatment date. We will not waive the cost of further treatment beyond one aesthetic revision.

Treatment for clinical complications and aesthetic revisions includes consultations, outpatient, day-care, and in-patient treatment prescribed by your Consultant and provided by the Hospital. If we are unable to provide appropriate follow-up care for your clinical complications, your GP or the NHS may provide it. We do not cover the cost of implant replacement due to normal wear and tear or any non-medical, at-home, domiciliary, or long-term care.

What if I want to stay in Hospital longer than planned?

If you decide to stay at the Hospital beyond your planned discharge date you will be charged at our standard rates, in addition to the cost set out in your Fixed Price agreement. Please discuss any additional requirements with your Consultant or the Hospital before making any arrangements.

Our Standard Rates

If you are not covered by insurance or a fixed price treatment package, you will be charged at the hospital's standard rates. Your consultant will invoice you separately for their services. It's important to note that you will be responsible for paying for all the care you receive, including any sundry items.

Before receiving treatment the hospital will provide you with an estimate of the costs. However, the total cost may depend on various factors, so an exact estimate may not always be possible. If the cost of your care is likely to exceed the estimate provided, the hospital will notify you as soon as possible.

If you are an outpatient you need to pay for your care on the day you attend the hospital. If you are admitted, you need to make payment 7 days before your admission and, in the event of additional accrued costs, must settle your account within 7 days of discharge. Unusually you may also be asked to pay for your treatment in stages during your inpatient episode if significant costs are accrued before discharge.

It's important to settle any outstanding balances before you leave the hospital. If you haven't paid, the hospital can debit the outstanding balance from your credit/debit card after giving you at least 7 days' notice.

By signing the registration form, you agree to be bound by these terms. Any changes to the terms will only apply to new episodes of care or treatment packages, and you will be asked to agree to them before they become effective for you. If you have any questions or concerns about the costs of your care, you can ask for a copy of the hospital's standard rates or visit the Berkshire Grove Hospital website.

Notices and your contact details

It is important that you keep us updated of any changes in your contact details.

Your property

Hospitals are busy environments. We will take all appropriate measures to ensure the safety of your belongings, but Berkshire Grove Hospital does not accept any responsibility for theft, loss or damage to your or your visitors' property.

Children

You agree that any child under the age of 18 who is under your Care will be bound by these Terms whilst on hospital premises. In these circumstances, the references in these Terms to "you" and "your" shall include, as well as the child, the parent or guardian of such child in so far as such references relate to any obligation to pay for any Care provided by Berkshire Grove Hospital to that child.

Changes in Applicable Law

You acknowledge and accept that Applicable Law may change and prevent Berkshire Grove Hospital from providing certain Care. If Berkshire Grove Hospital becomes aware that such a change has occurred and the change has an effect on your Care, Berkshire Grove Hospital will contact you to inform you of this and its consequences.

Assignment

Berkshire Grove Hospital may transfer and assign your Contract to any person who acquires all or substantially all of the assets of Berkshire Grove Hospital.

Third Party Rights

Except for you or Berkshire Grove Hospital, no person will have any rights under or in connection with these Terms.

Law and the Courts

These Terms are governed by and shall be construed in accordance with English law and the courts of England and Wales shall have non-exclusive jurisdiction.

Definitions

"Applicable Law" means any and all laws, regulations, guidelines and professional obligations applicable to the provision of Care or the performance of services for you, including the requirements as regards treatment, procurement, research and storage of reproductive material;

"Care" means care, treatment, diagnosis, services (including Sundry Items) and goods provided by us;

"Consultants" means all consultants, surgeons, anaesthetists and self-employed GPs involved in your Care;

"Contract" means these Terms, along with the Registration Form and, if applicable, your Treatment Letter;

"Fixed Price" means how much you will pay for your Treatment Package, as set out in your Treatment Letter;

"Hospital" means Berkshire Grove Hospital, clinic or facility;

"Private Patients" means all patients that are not NHS patients and includes patients who are covered by medical insurance and patients who are paying for their own treatment, whether by way of a Treatment Package or otherwise;



“Berkshire Grove Hospital”, “we” or “us” means Berkshire Grove Hospital where the Hospital in which you receive your Care is operated by Berkshire Grove Hospital Ltd;

“Sundry Items” means personal items incidental to your Care, including meals for your visitors, newspapers and phone calls;

“Terms” means these terms and conditions;

“Treatment Letter” means the letter that we send to you (if applicable) regarding your Treatment Package or Care; and

“Treatment Package” means the treatment or procedures that will be carried out at the Hospital as set out in your Treatment Letter and for which you have agreed to pay a Fixed Price.