



TERMS AND CONDITIONS

For self paying patients

1. Our Quote:

- 1.1 The quote you have been given is an **estimate** of the various costs related to the treatment of your condition.
- 1.2 The treatment as prescribed by your consultant/clinician is based on knowledge of your condition at the time of the quote.
- 1.3 The quote is given on the basis that you have provided information regarding any pre-existing condition known to you.
- 1.4 The quote may not cover any additional treatment it is considered necessary to carry out once your treatment has started and that we were not aware of at the time of the quote being given. Where possible we will advise you before incurring additional costs. However, there may be some circumstances where this is not possible. E.g. during a surgical procedure, the surgeon may consider it necessary to take a sample for testing. We may charge you for the 3rd party costs related to the test.
- 1.5 The quote will not cover any circumstances where it is necessary to transfer you to another hospital.

2. Payment

- 2.1 Once you have agreed to proceed with treatment you will be sent an invoice which we require to be paid in full prior to commencement of treatment.
- 2.2 If any additional treatment etc (not included in the original quote) was considered necessary you will be sent a separate invoice at the end of the period of treatment to cover any extra costs.
- 2.3 We accept payment by cash, cheque, credit or debit card.

3. Clinicians

- 3.1 Unless otherwise stated the quote will include the consultant/clinician's fees which we will pass on to them
- 3.2 Any consultant, surgeon and anaesthetist involved with your treatment will be self employed. They will provide their services directly to you and all carry their own indemnity insurance.

4. Queries

- 4.1 If you have any questions you wish to raise regarding your prescribed treatment, please contact your consultant.
- 4.2 If you have any questions you wish to raise regarding the amount/rate listed in the quote please contact us on 01932 588424
- 4.3 Your rights under this contract in the event that you have any complaint or claim against us in respect of the services are substantially the same as for your NHS care and are as described on our website, except that the NHS Litigation Authority will not be involved in the handling of any claims. The Independent Healthcare Sector Complaints Adjudication Service (ISCAS) will handle any complaints or claims in this instance. Information on ISCAS and the complaints process can be found in the leaflet provided and at www.iscas.org.uk

5 ACKNOWLEDGEMENT

I agree to pay for any and all services provided by Epsom/Cobham Day Surgery in accordance with the terms and conditions set out above.

Signature:	Date:
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