

General Terms and Conditions

Private and Self Paying Patients

Introduction

The following Terms and Conditions apply to all patients paying for their own treatment. For those patients requiring a surgical procedure, we will provide treatment, subject to a pre-operative assessment where appropriate. The hospital fee will be advised to you in advance of your treatment. The price will include all care provided during your stay at the Nuffield Orthopaedic Centre. The consultant(s) fees will be charged separately, and these fees will be determined by the consultant(s) and not by the Nuffield Orthopaedic Centre.

General terms

- A cost estimate for treatment is only valid when provided in writing. This estimate will be valid for 90 days from the date of issue.
- The Nuffield Orthopaedic Centre and your consultant(s) must be satisfied that you are free from pre-existing medical conditions or other factors that are likely to bring about complications, or require additional treatment during your stay.
- On confirmation of your admission and estimate, the Nuffield Orthopaedic Centre's pre-operative team will ensure that you are fit for treatment for your own safety.
- Payment for the estimated amounts must be made in advance of your admission, or first thing on the day of your admission (at this time cheques will not be acceptable as we require 10 working days for cheques to clear).
- Payments can be made by either credit card (subject to an additional 3% surcharge), debit card, personal cheque (please allow 10 working days for cheques to clear), electronic transfer, or cash where legally permitted.
- If your account is being settled by a third party such as a solicitor, the Nuffield Orthopaedic Centre requires a letter of confirmation from your solicitor **prior** to admission stating that they will settle the hospital account in full. Failure to present this letter will result in a delay to your admission or surgery.
- Personal expenses such as telephone calls and meals for your visitors must be paid for when you are discharged from hospital.
- No refund will be given if you decide not to continue with your treatment once you have been admitted to the Nuffield Orthopaedic Centre, and we accept no liability should you decide to discharge yourself after treatment against the advice of your consultant(s) or our medical team.
- Our estimates generally do not include consultant(s) fees, unless where specifically stated. Consultants are independent practitioners who charge you separately for the initial consultation and follow-up appointments. Their fees for treatment during your stay, whether for day surgery or inpatient treatment, will not be included in the price you pay the Nuffield Orthopaedic Centre. The consultant(s) remain(s) fully liable for your medical care, and the Nuffield Orthopaedic Centre cannot accept liability for his or her practice.

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Specific terms

A cost estimate will include:

- All hospital services including your room, clinical care and operating theatre charges.
- Prosthesis charges unless otherwise stated.
- Drugs and other materials used during your stay
- All additional costs necessary to provide you with the required treatment.
- Critical care charges including those should you need to transfer to an intensive care unit at another hospital for medical reasons related to your admission or procedure carried out at the Nuffield Orthopaedic Centre.
- If additional procedures are performed that were not expected at the time of admission we will only charge you for half the theatres fees of the additional operation(s) provided that the treatment relates to the same medical condition for which you are admitted.
- Outpatient treatment related to the procedure you are having such as physiotherapy, removal of stitches or plaster.
- Any readmission to the Nuffield Orthopaedic Centre as a result of complications of the procedure carried out up to thirty days following your discharge.
- All pre-operative assessment testing that may be required (if you don't go ahead with surgery or any reason, then these will be charged separately).

A cost estimate will not include:

- Outpatient diagnostic services other than those directly related to assessment of your fitness to proceed with surgery.
- Personal charges such as telephone calls, visitors' meals, beauty treatments, etc.
- If you choose to remain in hospital after your consultant(s) and the clinical team have advised that there is no clinical reason to remain in hospital, we will make an additional charge for each night that you remain in hospital.

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Financial Information

Patients with Private Medical Insurance

It is important that you tell your insurer of the proposed treatment and admission date. You will also need the name of the procedure you are to undergo and possibly the procedure code. These can be obtained from your Consultant's secretary if you do not already have them. Most insurers will then either provide you with an authorisation number or a claim form that the hospital will have to complete.

Prior to admission you must supply the Nuffield Orthopaedic Centre with:

- The name of your insurance company
- Your membership number
- Your authorisation number

If these details are not supplied at the time of admission then a deposit will be required or a there may be a delay in your admission.

It is the patient's responsibility to check the level of cover and eligibility of their proposed treatment. Any excess on the policy will need to be settled by the patient personally rather than by the insurance company.

Checking with the insurance company in advance of any treatment will ensure that the patient is fully aware of the eligibility of their treatment and any cost that they may be personally liable for.

The Nuffield Orthopaedic Centre will settle your hospital bill directly with your insurer. Your Consultant(s) and Anaesthetist will provide separate invoices. They will either send these to you insurer directly or to your home address. If you receive an invoice at your home address from either your Consultant(s) or Anaesthetist then you should forward these to your insurer.

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

Self Paying Patients

If you are paying for your own treatment, and require a cost estimate, please phone the Nuffield Orthopaedic Centre on 01865 737579 or email IndependentCare@noc.nhs.uk.

A written confirmation can be supplied if required. Please check to ensure that you fully understand what is included and excluded in the cost estimate.

The Nuffield Orthopaedic Centre will require you to settle the full cost of your surgery on admission. Payment can be made by Credit Card (subject to an additional 3% surcharge), Debit Card, Bankers Draft, Building Society Cheque, or Personal Cheque (10 days notice will be required for clearance).

A final statement will be issued after your discharge which will include any additional charges or credits due to your account.

If your account is being settled by a third party (i.e. Solicitor), then the Nuffield Orthopaedic Centre will require a letter of confirmation from your solicitor **prior** to admission stating that they will settle the hospital account in full. Failure to present this letter will result in a delay in your admission or surgery.

If you have any queries regarding settling your account please contact The Nuffield Orthopaedic Centre's Private Patients' Office on 01865 737579.

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Overseas Insurers

Most overseas insurance companies expect patients to settle accounts on admission and to reclaim the cost at a later date. The Nuffield Orthopaedic Centre will therefore ask you for payment on admission, although other arrangements can be made on request.

Personal Expenses

There may be some charges that are not covered by your insurance company such as take home drugs, physiotherapy aids or treatment in excess of your benefits. These charges must be settled on the day of discharge from the Nuffield Orthopaedic Centre.

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Coming into Hospital

Everyone is different and exactly how you prepare for your stay us will depend upon the treatment or operation you require. In addition to sending you written information specific to your operation, treatment or investigation when we confirm your admission details we will also make every effort to ensure you are as comfortable and relaxed as possible during your time at the Nuffield Orthopaedic Centre.

We fully understand that a hospital visit can be unsettling so we go to great lengths to alleviate any apprehension you may have regarding your treatment or stay, whether you are coming to us as an inpatient, day patient or out-patient.

We also offer you the opportunity to come and visit the Nuffield Orthopaedic Centre before your appointment to familiarise yourself with its surroundings.

Pre-admission

As a general rule prior to admission you should not drink alcohol the day before your visit and if you are a smoker you should also cut down as much as you can, especially if you are due to undergo a general anaesthetic

If you get a cold, sore throat or any other illness, please tell us straight away, as we may need to reschedule your admission.

We ask you to bring the following items with you:

- Dressing gown
- Nightdress or pyjamas
- Slippers
- Any current medication
- Books or magazines
- Toiletries, including toothbrush, toothpaste and a hairbrush or comb
- If you wish you can bring a battery operated personal stereo / CD player
- We ask you not to bring valuables, jewellery or large amounts of money with you.

Going Home

We will let you know the approximate time that you will be ready to leave the hospital so that you can make arrangements for a friend or family member to accompany you home.

Your Consultant(s) will give you any special instructions that you need to follow at home, and arrange any follow-up appointments or treatment. Should you need any drugs to help you recover, these will be given to you before you go home.

If possible, you may want to arrange for someone to look after you for a day or two following your treatment.

When back at home, you should:

- Relax and rest as much as possible
- Take any drugs exactly as your consultant has prescribed
- Follow your discharge advice exactly prescribed – this will include details on what to eat and when you can begin activities again such as driving and lifting heavy shopping.

If you have any concerns or queries, please call the Nuffield Orthopaedic Centre.

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The Patient Journey

What to expect when coming to the Nuffield Orthopaedic Centre

- **GP referral**
Your GP will discuss with you the reasons for your referral to hospital and advise how to arrange an appointment with the Nuffield Orthopaedic Centre for an initial out-patient consultation.
- **Out-patient Consultation**
The purpose of the initial out-patient consultation is to meet the Consultant who will review your GP's referral and recommend the way forward.
- **Health Questionnaire**
If your Consultant decides that you require further treatment, you may be sent a Health Questionnaire prior to your appointment date to complete and return.
- **Pre-admission Assessment**
Once the Nuffield has received and assessed your Health Questionnaire, you may be required to attend a pre-assessment clinic prior to coming in for your treatment. Alternatively you may receive a pre-assessment telephone call from a nurse requesting some health details.
- **Appointment Date**
Once the pre-admission assessment has been completed, whether by phone or attending a clinic, an appointment date will be arranged and you will receive a letter detailing all aspects of the appointment, including the time and date of the appointment, how to get ready for your appointment and what to bring with you.
- **Date of Treatment**
When your date of treatment arrives you will be asked to give consent to your treatment, which must be given in writing.
- **After your Treatment and Discharge from Hospital**
After your treatment your progress will be monitored closely. When you are well enough and feel able to return home, your Consultant(s) will discharge you from hospital and you will be given individual advice regarding your recuperation period.
- **Follow-up Appointment Arrangements (if required)**
If your Consultant(s) decides that you require a follow-up appointment, you will either be given your next appointment during your stay, or it will be sent to you via the post. If you have any concerns about your progress before this appointment, do not hesitate in contacting the Nuffield Orthopaedic Centre and ask for advice.
- **Follow-up Appointment Date (if required)**
If a follow-up appointment is required, you will be able to discuss how you feel with your consultant(s) and whether you need further progress checks.

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Further Information

For further information please contact the Private Patient office on the details below or visit our website at www.noc.nhs.uk

Private Patients Unit –Trust Offices
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