

Patient Terms and Conditions



1 ABOUT US AND YOUR CONTRACT

1.1 We are Horder Healthcare and we operate the McIndoe Centre. Details of how to contact us are in our quote letter. Please keep us updated of any changes to your contact information.

1.2 These terms apply to our services and our contract with you. They work alongside our letter in which we set out details of your procedure, any tests and services we will provide, our charges, and what is not included in those charges. If there is any conflict between these terms and our letter, the letter takes priority. Once you have accepted our letter (by signing it, making payment, completing relevant forms, or otherwise indicating your acceptance) you will have a contract with us for those services.

1.3 Please note you will be required to pay your Consultant's fees (including any anaesthetic fees) separately and details of how to do this will have been provided by your Consultant.

2 SCHEDULING AND CANCELLING YOUR PROCEDURE

2.1 We will make every effort to provide your care as set out in our letter. However we may need to cancel or change the date of your admission or appointments or certain aspects of our services due to circumstances outside of our reasonable control, or for operational or technical reasons, or because your consultant does not think it is in your best interests to proceed. We will always try to give you as much notice as possible, and work with you to arrange alternative dates where possible.

2.2 If we cannot provide the relevant service (or our consultant considers it is not in your best interests to proceed), we will refund you in full for that service. Note that you will not be required to pay for any care included in your treatment package that you have received up until the point of such cancellation.

2.3 If we cannot provide a service to you or have to delay it due to circumstances beyond our reasonable control or on the advice of your consultant, then we will not have any other responsibility or liability for not providing your care or any delay in providing it. In any event, we will not be responsible for any other losses which we could not have reasonably foreseen that you might suffer because of any cancellation or changed dates.

2.4 You will still have to pay in full for the relevant services if you fail to attend an appointment / admission, cancel it less than 24 hours before it is due to start, or if you do not comply with any pre-admission requirements (as set out in our letter or otherwise notified to you) and so we are unable to carry out our services.

2.5 You will otherwise have to pay 50% of the charges for the relevant services if you cancel your appointment / admission less than 7 days before it is due to start.

2.6 If you cancel an appointment / admission at

least 7 days before it is due to start, you will only have to pay for any services already provided until that point (including pre-assessment investigations and tests).

2.7 If you have to cancel for medical reasons, please let us know when cancelling. We can refund or waive charges for cancellations due to serious medical issues or medical reasons outside of your control which would prevent us from carrying out our services. We may require you to provide additional information and evidence.

2.8 If you need to cancel an appointment please let us know by phone. If you send an email or letter the cancellation will not take effect until we have received this. Emails sent outside of working hours (9am to 5pm on a working day) will not be treated as received until the next working day (weekdays and Saturdays which are not English public holidays).

2.9 Please note that we will pay any refund (by cheque or electronic transfer) only to the cardholder or person who made the original payment. We do not pay cash refunds.

3 INSURANCE

3.1 If you want your care to be paid for by your insurer, you must confirm with your insurer before booking any services that they will cover the charges. We cannot confirm with your insurers that they will cover any charges.

3.2 You are responsible for updating us regarding your insurance status, authorisations and details, and updating your insurer regarding your care and any other information they require, as well as making sure any information you provide is accurate and complete.

3.3 If your care (or any part of it) is not paid for by your insurer you will have to pay for it at our standard rates.

4 CHARGES

4.1 The charges for your care and payment schedule will be set out in our letter. Any services or items not set out in our letter as being included in the charges will be charged at our standard rates. We may need to increase the charges for our services before your admission, and will notify you if this is the case. If you don't agree to the increase you can cancel your procedure but you will still have to pay for any services provided.

4.2 If your stay with us is shorter than anticipated, your charges will not be reduced to account for this.

4.3 If you are late in paying any of our charges then we may refuse to provide any further services until you have paid all sums due.

4.4 Your consultant and their staff do not have our authority to provide quotes for our hospital charges, only for their own fees. Any pricing information they provide about hospital charges is subject to written

confirmation by us.

4.5 Any Consultant's fees relating to your care (including anaesthetic fees) will be charged to you by your consultant. Such fees will normally be invoiced and collected by your Consultant directly. Alternatively, where you are financing a treatment, Horder Healthcare may expressly agree to act as collection agent on behalf of the Consultant. This means that if we issue invoices on the Consultant's behalf and / or collect then pass on the fees due to the Consultant, this is merely for the administrative convenience of all parties. Your treatment letter will make this clear but if you are unsure, please ask the hospital.

4.6 If you are an outpatient, you will need to pay for your care prior to or on the day you attend the hospital.

4.7 If you are admitted to hospital, you will need to pay the hospital fees at least 7 days before you are admitted otherwise the hospital reserves the right to cancel the procedure with no refund.

5 YOUR PROCEDURE

5.1 While we will do our best to ensure a satisfactory outcome, you acknowledge that no clinical procedure or treatment is entirely risk-free and the results cannot be guaranteed with complete certainty. It is your responsibility to fully follow your consultant's advice to reduce the risk of complications.

5.2 You agree that the decision about when you are fit for discharge ultimately rests with your consultant. If your stay or recovery extends beyond our initial estimate then (other than where this is due to our breach of these terms or our negligence) we will not have any responsibility for losses you might incur (such as lost earnings or cancelled plans).

6 POST PROCEDURE CARE

6.1 If you are paying for your own treatment (not through any insurance) your charges include the cost of treating any clinical complications identified by your consultant as arising directly out of our services, provided that:

6.1.1 you have followed the advice of your consultant and any other medical professionals involved in your care (including regarding discharge from our facility);

6.1.2 you identify the complications to your consultant within 365 days of the relevant treatment; and

6.1.3 the final decision about whether you are eligible for this further care rests with your consultant.

6.2 For cosmetic treatments specifically, if your consultant agrees that the aesthetic outcome of your cosmetic treatment was not in line with the expected outcome that was discussed and documented with

your consultant before your treatment, then your hospital fee will include the cost of one episode of aesthetic revision treatment so long as you notify your consultant, in writing, within 12 months of the original treatment date. If you are unhappy with the outcome of any episode of aesthetic revision treatment then any further treatment will not be included in your hospital fee.

6.3 If you are not eligible for the further care outlined above, any care you require or ask for (including any stay beyond when your consultant decides you can be discharged) will be charged at our standard rates.

7 PERSONAL DATA

7.1 In order to provide your care we may need to share your personal data with third parties (such as your consultants or insurers if applicable). For more details about how your personal information is used, please see our privacy notice at <https://www.horderhealthcare.co.uk/privacy-notice/> or request a copy from us directly.

8 OTHER IMPORTANT TERMS

8.1 Hospitals can be busy environments and you must take care to protect your belongings. We will not be responsible for any theft, loss or damage relating to your or your visitors' property.

8.2 The contract is between you and us and no other person shall have any rights to enforce any of its terms.

8.3 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

8.4 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

8.5 While at the hospital, you will be under the care of your Consultant who may also involve other Consultants in your care if appropriate. Horder Healthcare staff, including nurses, will provide your care under your Consultant's instructions.

8.6 Consultants involved in your care are independent practitioners and are not employees of Horder Healthcare. Accordingly, Horder Healthcare will not be liable for any act or omission of a Consultant (or the company or partnership that employs or engages the Consultants). The Consultant will be responsible for the care he/she gives you.

8.7 These terms are governed by English law and you can bring legal proceedings in respect of these terms in the English courts.

The McIndoe Centre

HORDER HEALTHCARE

The McIndoe Centre East Grinstead

Holtye Road, East Grinstead,
West Sussex, RH19 3EB

Reception 01342 488055

Appointments 01342 488054

Email info.mcindoe@horder.co.uk

Web themcindoecentre.co.uk

Other Horder Healthcare Hospitals

The Horder Centre Crowborough

St John's Road, Crowborough,
East Sussex, TN6 1XP

Reception 01892 620939

NHS Patients 01892 620932

Private Patients 01892 620934

Email info@horder.co.uk

Horder Healthcare Outreach Clinics

Horder Healthcare Eastbourne

Wartling Road, Eastbourne,
East Sussex BN22 7PF

Reception (enquiries) 01323 434101

Email info@horder.co.uk

Horder Healthcare Seaford

Sutton Road, Seaford,
East Sussex BN25 1SS

Reception (enquiries) 01323 810926

Email seaford@horder.co.uk

themcindoecentre.co.uk

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