



London Pain Clinic

Registered Company Address:

Clinical Associates Ltd
c/o **Leapman** Weiss Accountants
Building 6 / 30-32 Friern Park
North Finchley, London N12 9DA
Registered Co. No. 8962351

**TERMS AND CONDITIONS – INSURED PATIENTS ONLY
FOR PRIVATE MEDICAL ASSESSMENT AND TREATMENT**

How to Pay Your Account

These terms and conditions relate to the fees charged for professional medical services provided by Dr Singh, Dr Jenner, Dr Ramos-Galvez, Dr Harrington or Dr Mubarak for consultations, pre and post procedure appointments, treatments/procedures and all pain management services.

If you have Private Medical Insurance (PMI) that covers your Consultant's fees

You are legally liable for payment of your fees, but your PMI will pay Clinical Associates Ltd. some, or all, the fee directly.

Please contact your PMI to obtain pre-authorisation for your appointment/consultation/treatment, and please ascertain your level of cover in terms of any shortfall in fees. Clinical Associates Ltd. require your full insurance details including insurance authorisation code at the point of booking and payment of any shortfall in advance of your appointment.

Paying Your Shortfall in Cover

1. Credit or debit card payment

Please telephone the clinic on 0207 118 0250 to make payment of your shortfall.

2. BACS / bank transfer

Clinical Associates Ltd
Bank: Barclays PLC
Account number: 20 35 35
Sort code: 53602664

3. Cheques/postal orders

Should be made payable to Clinical Associates Ltd and sent to:
Clinical Associates Ltd
c/o Leapman Weiss Accountants
Building 6
30-32 Friern Park
North Finchley
London N12 9DA

If you think an error has been made - Please contact us on info@londonpainclinic.com

Additional Charges for Sundries requested by a Patient

Private prescription issued outside of a Consultation	£25
Administrative fee for a covering letter	£50
Fee for a letter that requires clinical review of your records	£125

IMPORTANT Please Read - Other Terms:

- Please note that all clinic consultations with Dr Singh, Dr Jenner, Dr Ramos-Galvez, Dr Harrington and Dr Mubarak are chargeable to your insurer so please ensure that you seek authorisation before requesting an appointment.
- Please provide a letter of Guarantee from your insurer within 48 hours of the appointment booking.
- Please note that patients who have not been seen in more than six months will need a full formal 30 minute review before any further prescriptions can be issued, or before any clinical advice or opinion can be given.
- Patients who have not been seen in more than 3 months will need a full formal 15 minute review before any further prescriptions can be issued, or before any clinical advice or opinion can be given.
- Please note the London Pain Clinic requires a minimum of 10 working days' notice for prescription and letter requests.
- Your GP will be kept informed of your treatment and you must provide full details of your GP surgery.
- If you are selecting an 'initial consultation' but have been seen within the last 12 months' your insurer will only reimburse the clinic the fee for a follow up appointment. You will be liable for the shortfall between the follow up consultation fee and initial consultation fee.

**TERMS AND CONDITIONS – SELF FUNDING PATIENTS ONLY
FOR PRIVATE MEDICAL ASSESSMENT AND TREATMENT**

How to Pay Your Fees

These terms and conditions relate to the fees charged for professional medical services provided by Dr Singh, Dr Jenner, Dr Ramos-Galvez, Dr Harrington and Dr Mubarak for consultations (including clinic appointments and telephone reviews), pre and post procedure appointments, treatments/procedures and all pain management services.

If you DO NOT have Private Medical Insurance (PMI) that covers your Consultant's fees

Please note that all clinic consultations, remote/telephone reviews, and telephone calls are chargeable and payable in advance, by credit or debit card, at the time of booking. Formal receipts can be provided on request.

Current Fees:

- Initial Consultation Fee £299.00
- Follow Up Consultation Fee £175.00

Cancellation Policy & Subsequent Fees

When booking an appointment, the client accepts that any cancellations and rescheduling of appointments requires 48 hours' notice. It is further understood that if you are unable to attend or cancel/reschedule an appointment with less than 48 hours' notice, there will be a 100% charge. Unless we agree otherwise, in writing.

Distance Selling Regulations

As the consumer you are buying the service that we are providing when you make an appointment. The contract between us becomes binding when you receive confirmation of the booking. Under the Distance Selling Regulations, you have a right to cancel the service when booked over the phone, via email or online up to seven working days from when the appointment is confirmed. Cancellation must be in writing. However, for appointments booked less than seven working days in advance, unless we agree otherwise in writing, you will not be able to cancel the appointment and our normal cancellation policy applies (see above). All appointments made over the phone, via email or online will be confirmed via email once payment is received.

IMPORTANT Please Read - Other Terms:

- Please note that patients who have not been seen in more than twelve months will need a full formal 30 minute review before any further prescriptions can be issued, or before any clinical advice or opinion can be given.

- Patients who have not been seen in more than 3 months will need a full formal 15 minute review before any further prescriptions can be issued, or before any clinical advice or opinion can be given.
- Please note the London Pain Clinic requires a minimum of 14 days' notice for prescription and letter requests.
- Your GP will be kept informed of your treatment and you must provide full details of your GP surgery.

- **Additional Charges for Sundries Requested by a Patient**

Private prescription outside of a Consultation	£25
Administrative fee for a covering letter	£50
Fee for a letter that requires clinical review of your records	£125

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