



PATIENT GUIDE



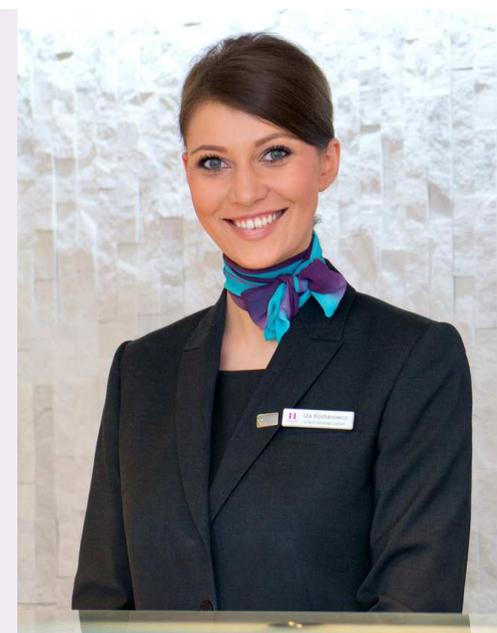
Welcome

We are delighted to welcome you as a patient to Highgate Private Hospital.

The purpose of this guide is to introduce our hospital and make sure you are aware of your rights as a patient. For practical information, if you are attending the hospital as an inpatient or for day surgery, please see our 'Coming into Hospital' leaflet which you should have also received. If not, please contact our Client Services team on **020 8341 4182**.

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“Our aim is to provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families.”



About Us

Easily accessible from Central London and the Home Counties, Highgate Private Hospital is located in the centre of leafy Highgate, North London and is widely recognised as one of London's leading private healthcare providers. We are proud of our reputation for high standards of nursing care provided within a friendly atmosphere.

Having been established for over 30 years, Highgate Private Hospital provides a full range of inpatient and outpatient services including clinics and treatment in most medical specialities. We also provide Imaging and Diagnostics tests and scans, health screening packages, Private GP Services, physiotherapy, cosmetic surgery and more.

As part of Aspen Healthcare, Highgate Private Hospital is committed to continuous investment in technology, staff, training and facilities. We work with over 200 of the most experienced medical Consultants and Specialists in London, many of whom also have substantive posts within the NHS. Clinicians are granted the right to practice at Highgate Private Hospital on the basis of meeting an exact criteria, and each application is overseen by our Medical Advisory Committee. Therefore, you can be confident that your healthcare will be managed by only the best medical professionals. Additionally, whilst practising at our facilities, our consultants agree to comply with our Clinical Governance programme which regulates patient care.

We welcome all insured patients, as well as those choosing to pay for their own treatment.



Our Commitment To Quality

Highgate Private Hospital is registered with the Care Quality Commission and bound by The Health & Social Care Act 2008, which governs all independent hospitals, nursing homes and other residential units. The hospital undergoes regular inspections by the Commission in order to retain this registration. If you would like to view previous inspection reports on Highgate Private Hospital, please contact the Commission at:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
www.cqc.org.uk



Your Rights As A Patient

Your care and comfort is paramount and we will try to accommodate any special requirements you may have. This may involve arranging an interpreter, a special diet or observing your religious practices. You may prefer to discuss and receive your care from members of the same sex. Wherever possible, please telephone us in advance with any specific requests, so we are able to ensure your stay in hospital meets your expectations and is as relaxed as possible.

We observe your rights under the Human Rights Act 1998 and believe you and all patients within our care have the right:

- To seek advice regarding any concerns or queries you may have
- To be given clear and full explanations of any proposed treatment before deciding whether to consent to treatment
- To seek a second opinion on your diagnosis and/or treatment by:
 - speaking with your GP and requesting a second opinion; or
 - asking the Duty Senior Nurse for a list of approved consultants who practice at the hospital and asking your GP for a referral (please note we are unable to recommend any one particular consultant)
- To have access to your own health records (under the Access to Health Records Act 1990 and the Data Protection Act 1998)
- To be assured that all entries within the health record are confidential
- To raise suggestions and complaints about any aspect of the service you feel does not meet our high standards. In the first instance, ask to speak to the Duty Senior Nurse or Duty Manager who will respond to your comments and keep you fully informed of any investigations
- To request any facilities not available which we will do our best to provide for you
- To be assured your privacy and dignity are maintained

Patient Contract – Terms And Conditions

Paying with medical insurance

Highgate Private Hospital is accepted by most major insurers. Coverage of treatment differs across insurance providers, so if you are paying for your treatment with private medical insurance, it is essential that you check the terms and conditions of your policy with your insurer before you have a consultation, investigation, any diagnostic imaging or treatment. They will tell you whether your policy will cover the treatment and how to make a claim. They will also confirm if there is an excess for you to pay.

Once you have authorisation, most insurance companies require a claim form to be completed by both yourself and your GP or consultant. All charges are pre agreed with your insurance company and we can often arrange direct payment with them. However, you may also receive a separate invoice directly from your consultant or anaesthetist, which you should quickly forward onto your insurance company.

If it is not possible for us to arrange direct payment with your insurance company or you do not bring your completed claim form along with your insurance registration documents or proof of pre-authorisation into hospital with you, then we will ask you to pay your account, in full, yourself prior to treatment and you will need to send our invoice to your insurer for reimbursement.

There are some inpatient charges which are not covered by medical insurance, such as visitors' meals, telephone calls, take-home drugs or physiotherapy aids. You will be invoiced separately for these items and asked to pay before leaving the hospital.



Paying For Your Own Treatment

As an outpatient

Consultation fees will be invoiced separately to tests and treatment. The hospital charge covers any tests, scans, drugs, treatment or nursing care undertaken in the consulting room.

Please be advised that if you require any outpatient procedures or treatment, you may be charged separately by both the hospital and your consultant for the same procedure.

Where possible you will be asked to pay the hospital charge for any tests, scans or treatment on the day by credit/debit card, cheque or cash. The consultant's fee will need to be paid for by cheque, either on the day or upon receipt of an invoice.

As an inpatient

Wherever possible, we offer all-inclusive price packages designed to cover all your inpatient costs, including consultants' fees.

Where it is not possible to offer a package price, you will be invoiced separately by both the hospital and your consultant. The hospital fee will usually be fixed which means, with the possible exception of additional pathology fees, our price is held at that fixed fee and you are not sent an itemised hospital bill. Because we do not employ consultants (they practice in a self-employed capacity) we cannot quote for their fees but can always supply the contact details of their private secretary so that you can check this.

You will be asked to pay your hospital bill prior to or on admission by credit/debit card, cheque or cash.

If you are unsure or have any queries, please do not hesitate to contact our Client Services team on **020 8341 4182**.

Your Feedback

We always welcome feedback from patients, positive and constructive, as this helps us maintain and improve our high standards of care. In most cases, immediate feedback gives us the opportunity to make a difference to you for the remainder of your time with us.

At the end of your stay we would be grateful if you would take the time to complete the short, confidential questionnaire which will be given to you on admission. The results of these help us maintain and improve our high standards and working procedures for the future.



How To Raise A Concern

We aim to provide a high quality service at all times and we hope your visit to us is a positive experience. If we have fallen short of your expectations in any way, we welcome your feedback to help us continually improve the experience for all patients.

If you would like to make a complaint, or to speak to one of our senior managers, please let any member of staff know immediately. We can then do our utmost best to put things right for the remainder of your time with us.

Should you remain unhappy, please do not hesitate to ask to speak with the Hospital Director or another senior manager to discuss your concerns. If after your visit, you wish to make a written complaint please direct your letter to:

Hospital Director
Highgate Private Hospital
17-19 View Road
Highgate
London
N6 4DJ

Your letter will be acknowledged in writing within two working days and an investigation will begin into your complaint. You should then expect to receive a more detailed response within 20 working days and should our investigation take longer, we will keep you informed. Upon receipt of our response, you may contact the Hospital Director to arrange an appointment to meet in person with you or to discuss your concerns over the telephone.

It is always our intention to resolve matters amicably but if you remain unsatisfied, you may write to:

Chief Executive
Aspen Healthcare
Centurion House
37 Jewry Street
London EC3N 3ER

Contact Us

We try to be readily accessible to patients and there are a number of ways you can reach us.

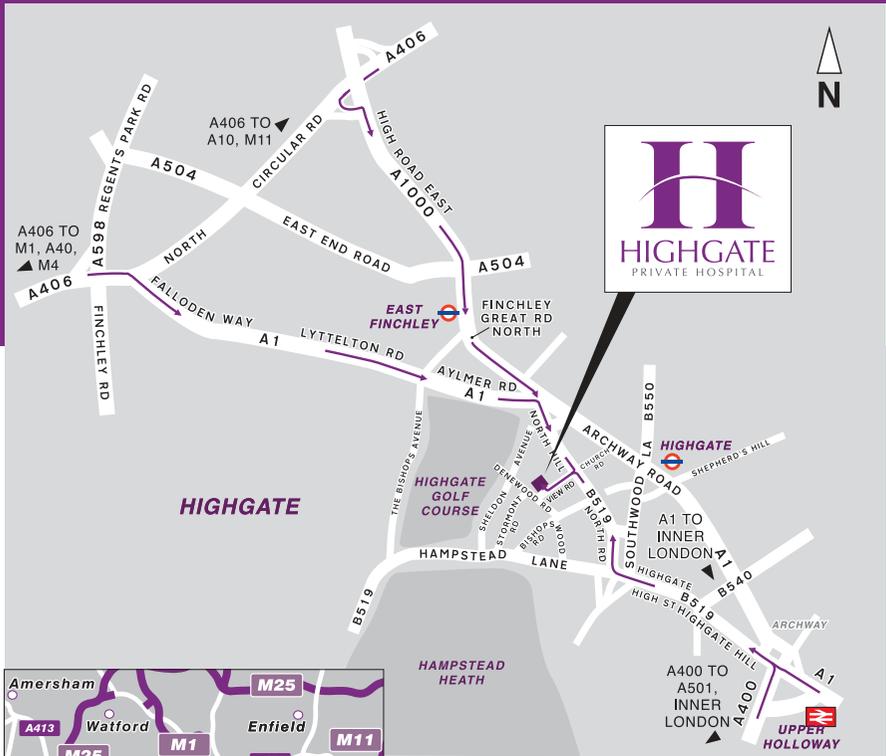
You may call our Client Services team on **020 8341 4182**. Alternatively, you can contact some departments on the direct lines as listed below:

Department	Tel	Fax	Email
Enquiries & Appointments	020 8341 4182	020 8347 3896	enquiries@highgatehospital.co.uk
Imaging & Diagnostics	020 8347 3866	020 8347 3857	diagnostics@highgatehospital.co.uk
Theatre Bookings	020 8347 3890	020 8347 3898	reservations@highgatehospital.co.uk
Choose & Book	020 8347 3864 020 8347 3856	020 8347 3873	contracts@highgatehospital.co.uk
Physiotherapy	020 8341 4182	020 8347 3892	enquiries@highgatehospital.co.uk
Pharmacy	020 8347 3858	020 8347 3894	enquiries@highgatehospital.co.uk
Health Screening & Private GP Services	020 8341 4182	020 8347 3892	enquiries@highgatehospital.co.uk

If you are seeking information about the hospital, it is worthwhile visiting our website at www.highgatehospital.co.uk which features information about us, our facilities, our services, a directory of our consultants and patient information. You can also contact us or make an enquiry via the website.

If you have any suggestions or comments about this guide please contact us at:

Highgate Private Hospital
17-19 View Road
Highgate
London N6 4DJ
Tel: 020 8341 4182
Email: enquiries@highgatehospital.co.uk



By Tube

Highgate Station (Northern Line) is a 10 minute walk from the hospital. Alternatively, there is a taxi rank opposite East Finchley Station (Northern Line), which is also nearby



By Bus

Bus routes 134, 43 and 263 run to Highgate Station, routes 214, 271 and 210 run to Highgate village, and route 143 runs along North Hill. The hospital is a short walk from any of these bus stops



By Car

We are not in London's congestion charging zone. Limited free car parking is available at the hospital, however please be aware that parking restrictions are in place on roads surrounding the hospital



T: 020 8341 4182

E: enquiries@highgatehospital.co.uk

17-19 View Road, Highgate, London, N6 4DJ

www.highgatehospital.co.uk



Part of Aspen Healthcare
www.aspen-healthcare.co.uk