

A close-up photograph of a person's hand holding a dark credit card over a black payment terminal. The person is wearing a bright pink long-sleeved shirt. The background is blurred, showing what appears to be a hospital or office setting.

Important Registration Information

You will be required to bring a valid debit or credit card with you each time you attend our hospital as a patient

Your card details will be recorded and stored securely. In the event that you incur charges that are not covered by your insurance or employer, we may use these details to take payment

Frequently asked questions

Why do you need to swipe my debit or credit card?

We need to store your card details to cover any charges you may become liable for during your treatment.

Will you inform me before you use my card details?

You will receive a detailed statement showing any outstanding charges before we take payment. You will have a minimum of 10 days to query your bill and/or make payment.

We may then use your stored card details to take the payment but we will send you confirmation in the post.

Are my stored card details safe?

The way in which we store your card details complies with the Payment Card Industry Data Security Standard (PCI DSS), which was developed by Visa, MasterCard and other credit card providers, protecting cardholder data from fraud.

Do I still have to give you my card details if I am insured?

Yes. We may need to use your details to pay for items that are not covered by your insurance. These may be items such as take-home drugs, telephone calls,

visitors' meals, crutches, exclusions, insurance excesses and shortfalls.

Do I have to give you my card details if I have paid in advance?

Yes. It is possible that you may incur additional charges during your stay that were not included in the package price. These may be items such as take-home drugs, telephone calls, visitors' meals or further tests.

I don't expect to incur any additional costs.

Your stored card details will not be used if you do not incur any additional costs.

I don't have a debit or credit card.

It is acceptable for a friend or a family member to store their card details on your behalf.

Will you need to swipe my card every time I attend?

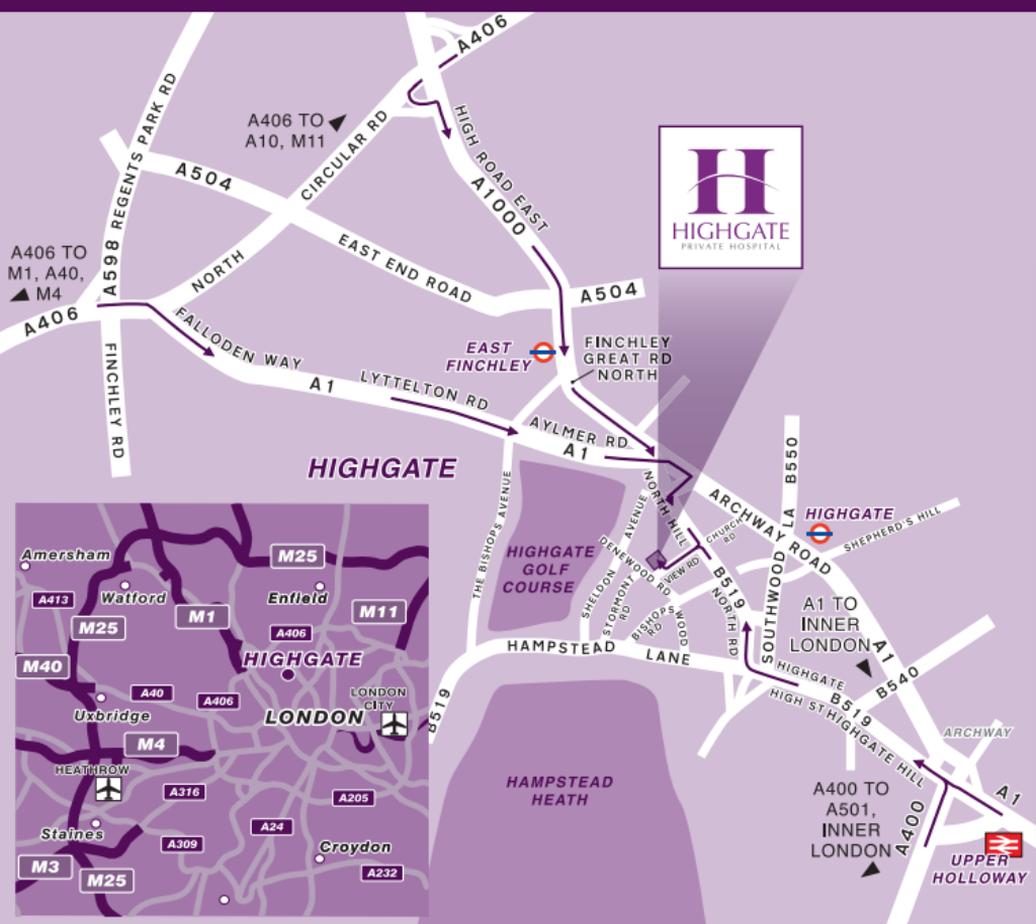
We will ask you to store your card details again if the stored card has either expired or if we stored your details more than 3 months ago.

What debit/credit cards do you accept?

We accept most major credit cards, but regretfully we're unable to accept American Express.



How to find us



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 some roads surrounding the hospital Mon - Fri from 10am to 12pm, but Pay and Display parking is available on Denewood Road during this time.

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