



KING EDWARD VII's  
HOSPITAL

# Self-Funding Patients Terms and Conditions

Beaumont Street, London W1G 6AA  
Website: [kingedwardvii.co.uk](http://kingedwardvii.co.uk)

## ALL-INCLUSIVE FIXED PRICE PACKAGE

- All-Inclusive fixed price packages are offered to UK based patients for a number of our procedures and treatments.
- These are offered subject to confirmation by the hospital and the Consultant that you meet the criteria. Patients with pre-existing medical conditions, or other factors that are likely to result in complications, or additional treatment being required during your hospital stay may not be suitable for these packages, in which case a guide price (non-fixed price) will be offered.
- If any pre-existing medical conditions exist, these must be advised to the hospital through your consultant prior to admission. This may lead to an amendment to your price document.

### Included within the All-Inclusive Fixed Price Package Please see your price document for further information

1. Pre admission assessment including NHS protocol Covid Testing as required
2. Accommodation in a private room, HDU and/or ICU for the planned length of stay as detailed in the price document
3. Planned tests, assessments and treatments as detailed in the price document
4. Charges for Prosthesis, Implants and High Value Consumables as detailed in the price document
5. Hospital fees including standard nursing, accommodation and in patient support from our therapy team
6. Standard consumables (drugs, dressings etc.) routinely used during your admission
7. Medication administered during your admission, and take home medication for up to 7 days
8. Anticipated histology services appropriate to the planned treatment
9. Extended length of stay if clinically required, including HDU and/or ICU
10. Return to theatre within the same admission, if clinically required
11. Consultant fees for the planned treatment
12. Anaesthetist fees for the planned treatment

### Additional charges may apply and may be invoiced separately, for the following items if not specified in the price document

1. Diagnostic services prior to admission, e.g. MRI and CT scans
2. Additional or Alternative unplanned procedure(s)
3. Interventions not listed within your price document
4. Post-op consultation & Follow Up appointments unless specified in the price document
5. Specialist nursing
6. Non-routine pathology charges
7. Blood transfusions and pacemaker checks
8. Telephone charges, laundry and patient transport
9. Patient food and beverages not taken from the daily set menu, including alcoholic beverages
10. Visitor's meals and beverages
11. Take home items unless specified in the price document
12. Intensivist Fees – for admission to HDU & ICU

## FIXED PRICE PACKAGE, GUIDE PRICE AND DEPOSIT

### Fixed Price Package

- Fixed price packages are offered to UK based patients for a number of our procedures and treatments. These are offered subject to confirmation from the hospital and the Consultant that you meet the criteria.
- Patients with pre-existing medical conditions, or other factors that are likely to result in complications, or additional treatment being required during your hospital stay may not be suitable for these packages, in which case a guide price (non-fixed price) will be offered.

- If any pre-existing medical conditions exist, these must be advised to the hospital through your consultant prior to admission. This may lead to an amendment to your price document.
- Your Consultant and Anaesthetist will advise you separately of their fees and invoice you directly.

### Guide Price (where a fixed price package is not offered)

- Following your initial consultation, you will be provided with a Guide Price setting out the anticipated cost for your care. This cost will be calculated on the planned treatment as advised by your Consultant and will include, where known, the planned treatment, length of stay and anticipated other services including prosthesis, implants and high value consumables, therapy support and typical histopathology.
- Whilst we will make every effort to include all items, the total cost may depend on a number of factors, including any pre-existing conditions you may have.
- If the cost of your care exceeds the Guide Price, we will notify you as soon as possible, an invoice will be issued explaining the additional costs and additional payment will be required.
- Your Consultant and Anaesthetist will advise you separately of their fees and invoice you directly.

### Deposit

- Occasionally it is not possible to provide an All-Inclusive, Fixed Price Package or Guide Price. In these circumstances we will ask for a sum to be placed on your account as a deposit. The deposit will be used to pay for services as used and an itemised invoice will be provided on discharge.
- The amount of the deposit will be calculated based on the information provided by your Consultant. The sum will be calculated on the planned treatment and will include, where known, the planned treatment, length of stay and anticipated other services including prosthesis, implants and high value consumables, therapy support and typical histopathology.
- Any unused funds will be refunded following finalisation of your account.
- Your Consultant and Anaesthetist will advise you separately of their fees and invoice you directly.

Included within the Fixed Price Package / Guide Price / Deposit - Please see your price document for further information	Additional charges may apply and may be invoiced separately, for the following items if not specified in the Price Document
<ol style="list-style-type: none"> <li>1. Pre admission assessment including NHS protocol Covid Testing as required</li> <li>2. Accommodation in a private room / HDU / ICU for the planned length of stay as detailed in the price document</li> <li>3. Planned tests, assessments and treatments as detailed in the price document</li> <li>4. Charges for Prosthesis , Implants and High Value Consumables as detailed in the price document</li> <li>5. Hospital fees including standard nursing and in patient support from our therapy team</li> <li>6. Standard consumables (drugs, dressings etc.) routinely used during your admission</li> <li>7. Medication administered during your admission, and take home medication for up to 7 days</li> <li>8. Anticipated histology services appropriate to the planned treatment</li> <li>9. Extended length of stay if clinically required, including HDU and/or ICU – <i>(applies to Fixed Price Package only)</i></li> <li>10. Return to theatre within the same admission if clinically required</li> </ol>	<ol style="list-style-type: none"> <li>1. Consultant fees</li> <li>2. Anaesthetist fees</li> <li>3. Intensivist Fees – for admission to HDU &amp; ICU</li> <li>4. Diagnostic services prior to admission, e.g. MRI and CT scans</li> <li>5. Accommodation charges for extended stay beyond the planned admission – please see our standard tariff for current rates</li> <li>6. Additional or Alternative unplanned procedure(s)</li> <li>7. Interventions not listed within your price document</li> <li>8. Post-op consultation &amp; Follow Up appointments unless specified in your price document</li> <li>9. Specialist nursing</li> <li>10. Non-routine pathology charges</li> <li>11. Unplanned Blood transfusions and pacemaker checks</li> <li>12. Telephone charges, laundry and patient transport</li> <li>13. Patient food and beverages not taken from the daily set menu, including alcoholic beverages</li> <li>14. Visitor's meals and beverages</li> <li>15. Take home items unless specified in your price document</li> </ol>

## **PAYMENT – SELF-PAY AND INSURED PATIENTS**

- Self-pay patients will be required to make full payment five business days before planned admission.
- All Patients will be asked to complete a credit / debit card mandate on registration.
- Please be assured that credit/debit card details are kept securely and confidentially on our system at all times.
- We will keep your credit/debit card details until you have finished your course of treatment and your account is settled in full.
- All patients will remain responsible for payment for their treatment.
- In the instance of late cancellations, missed appointment or charges associated with the treatment for which you are responsible, payment will be taken without prior notice.
- For all charges applied to your credit/debit card we will email you an invoice and payment receipt. If we do not hold an email address for you then we can provide an invoice and payment receipt upon request.
- For Insured patients we will, where possible, process the claim for your treatment with your insurer as appropriate.
- If your insurer fails to settle our invoices (or any part of them) within thirty (30) days of the date of the invoice we will assume that the outstanding amount will not be paid by them and you will become immediately liable for payment in full.
- In the instance of claim denial, delayed insurer payment due to insufficient documentation or any other insurer shortfall in benefit including non-payment, you will be notified 7 days prior to payment being taken.

## **GENERAL TERMS AND CONDITIONS**

- If you decide not to proceed with planned treatment, 72 hours' notice must be provided in writing; we reserve the right to charge for any care received up to the point of cancellation and / or any other reasonable costs the hospital has incurred.
- No refund will be made should you decide not to proceed with your treatment after you have been admitted, if you are discharged earlier than planned, or if you decide to discharge yourself, at any time, against the advice of your consultant or nursing staff. For All-inclusive and Fixed Price packages no refund is payable for reduced length of stay.
- If the planned treatment is cancelled by the hospital due to circumstances beyond our control a full refund will be made if no suitable alternative can be arranged.