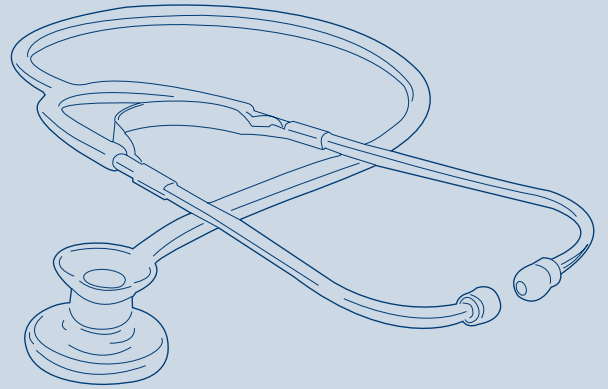


# A guide to **Registration**



HARLEYSTREET AT UCH

London Bridge Hospital

THE HARLEYSTREET CLINIC

THE LISTER HOSPITAL  
chelsea

The Portland Hospital  
for Women and Children

THE **PRINCESS GRACE** HOSPITAL

The Wellington Hospital

**HCA** - London's No.1 private hospital group

## What information is contained in this guide?

The content of this booklet forms part of the terms and conditions of admission, a summary of which is printed on the reverse of the HCA “Admission and Registration” form, and should be read in conjunction with it.

## What to bring with you

- Medication you are currently taking
- X-ray films or discs in relation to the treatment
- A method of payment
- Proof of insurance details, i.e – Membership / Subscription number / Policy no.
- Any documents we have sent you prior to your admission/  
Information pack if not returned to the hospital prior to admission

## ...and if applicable

- Letter of Guarantee from your sponsor
- Authorization number/ information from your medical insurance



**HARLEY STREET CLINIC**  
Breast Surgery, Bowel Surgery, Cancer Care, Cardiac Surgery, Cardiology, Colorectal Surgery, Dental/Maxillo-facial, ENT, Gastrointestinal Surgery, General Medicine, General Surgery, Gynaecology, Haematology, ICU, Myeloma, Neurosurgery, Nuclear Medicine, Orthopaedic, Paediatrics, Pancreatic Treatment, Plastic Surgery, Podiatry, Radiology, Urology



**THE LISTER HOSPITAL**  
Fertility Clinic, Breast Care, Dermatology and Skin Lasers, Diagnostic Radiology, ENT, Gastroenterology, General and Vascular Surgery, Gynaecology, Neurology, Oncology, Ophthalmology, Orthopaedics, Physiotherapy, Plastic and Reconstructive Surgery, Urology.



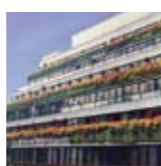
**LONDON BRIDGE**  
Allergy, Anaesthetics, Angiography, Barium Studies, Blood Disorders, Bowel Cancer Screening, Breast Care Surgery, Cancer Services, Cardiology, Cardiothoracic Surgery, Cellular Pathology, Clinical Genetics, Colorectal Surgery, Critical Care Unit, CT Scanning, Dental Radiology, Dermatology, Dietetic Services, Endoscopy, Gender Reassignment Surgery, General Surgery, Genitourinary Medicine/Sexual Health, Gynaecology, Haematology, Hepatology, Imaging Services, Intensive care, International Service, Liver, Biliary and Pancreas Surgery, Lupus, Mammography, MRI, Neurology, Neurophysiology, Neuroradiology, Neurosurgery, Nuclear Medicine, Occupational Health Medicine, Oral Maxillo-facial Surgery, Orthopaedic Surgery, Outpatient Services, Pain Management, Palliative Care, Pathology, Peripheral Stem Cell Transplant, Pharmacy, Physiotherapy, Plastic Surgery, Podiatry, Psychiatry, Radiology, Renal Medicine / Dialysis, Respiratory / chest Rheumatology, Sports Medicine, Theatres, Thoracic Surgery, Ultrasound, Urology, Vascular Surgery



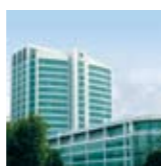
**THE PORTLAND**  
Audiological Medicine, Bone Densitometry, Breast Clinic, Complementary Therapies, Cosmetic Surgery, Early Pregnancy, Fluoroscopy, Gynaecology, Health Screening, Intensive Care Unit, London Hand and Wrist Unit, Mammography, Maternity Services, Paediatric Medicine and Treatment, Physiotherapy, Pre-assessment Clinics, Open MRI, Sexual Health, Women's Health, Ultrasound, Fetal Medicine Unit, X-ray.



**THE PRINCESS GRACE**  
Bone Health Centre, Brain and Spine Centre, Centre for medical and Surgical Gastroenterology and Hepatology, Centre for Urological Care, London Breast Institute, London Centre for Musculoskeletal Services, London Lithotripter Centre, London Prostrate Centre, Snowsports Injuries Centre, Urgent Care Centre, Brachytherapy, Breast Surgery, Clinical Nurse Specialists, Colorectal Surgery, Dentistry, Dermatology, Diagnostic Imaging, Ear, Nose and Throat Surgery, Emergency Medicine, Endocrine Surgery, Endoscopy, Gastroenterology, Genito-urinary Medicine, Gynaecology, Haematology, Hepatology, Lithotripsy, Neurological Surgery, Neurology, Neurospinal Surgery, Nutrition, Oncology, Oral & Maxillo-facial Surgery, Orthopaedic Surgery, Outpatient Services, Pain Medicine, Physiotherapy, Plastic Surgery, Psychiatry, Respiratory Medicine, Rheumatology, Sexual Health, Sleep Studies, Sports & Exercise Medicine, upper Gastrointestinal Surgery, Urology, Vascular Surgery



**THE WELLINGTON**  
Angiography (DSA), Balance Centre, Cardiac Services, Cath Lab, CT, Scanning Dermatology, Diabetology & Endocrinology, Dietetics, Endoscopy Unit, ENT Surgery, External Count Pulsation, Foot & Ankle Unit, FRP, Gastroenterology, General Medicine, General Surgery, Geriatrics, GP Services, Gynaecology, Haematology, Hand & Wrist Unit, Head & Neck Lump Clinic, Hepatology and Hepatic Surgery, Hip Unit, Imaging, Radiology and Diagnostics, Intensive Care, Knee Surgery Unit, Liver Transplantation, Hepatobiliary and Pancreatic Unit, Medical Admissions Unit, Minor Procedures, MRI, Nephrology (Renal Medicine), Neurology, Neurosurgery, Neurophysiology, Neuropsychology, Neurohabilitation, Nuclear Medicine, Obesity, Oral Maxillo-facial Surgery, Orthopaedic Surgery, Pain Medicine, Pharmacy, Physiotherapy, Plastic Surgery (Cosmetic/Reconstructive), Rehabilitation and Occupational Therapy, Rheumatology, Speech and Language Unit, Ultrasound, Vascular, Viral Hepatitis Treatment, Wellington Woman Clinic



**HARLEY STREET AT UCH**  
Cancer Care Including Haematological Oncology Services, Oncology Surgery, Chemotherapy

## HCA International

London has long been recognised as a centre of medical excellence and HCA is the largest private hospital group in the capital, with six world-class acute hospitals and HCA Laboratories. The group has an international reputation for the excellence of its services including cardiac care, oncology, neurosurgery and rehabilitation and assisted conception and women's health. Working closely with medical teams at London's teaching hospitals, the group's hospitals are known to make use of the very latest equipment and medical techniques and to support research in a number of important areas of medicine.

HCA is committed to delivering high quality care and we measure and publish a wide range of outcomes indicators so that you can be confident you have chosen the best hospital for your treatment. For further information on our comprehensive quality programme please see our website [www.hcahospitals.co.uk/qualityreport](http://www.hcahospitals.co.uk/qualityreport)

## Your care

A patient is under the care and control of his or her physician or surgeon who may also involve other doctors in treatment if appropriate. HCA hospital staff provide care and treatment under the doctors' instructions. At all times your course of treatment will be decided by your doctor(s) or their nominated practitioners (e.g. physiotherapists). Hospital care does not include “Special Nursing” requested by a patient or doctor, for reasons other than medical necessity. The physician or surgeon who admits you is not usually an employee of this company and will normally invoice you separately for his or her services. Your consultant is responsible for arranging consent for specific medical or surgical treatment if it is required. The consent of a guardian is required if the patient is under 16 years of age. In the case of a minor from overseas, an Embassy official may accept responsibility.

## The Law and your liability

For the purposes of this document “hospital” shall mean any hospital or facility owned by HCA. Unless otherwise stated, the contract is between the hospital providing the services and the patient. The contract shall be governed by and construed in accordance with English Law and the English Court shall have exclusive jurisdiction. Separate contracts will usually exist between the patient and the physician(s) and where applicable

between the patient and his/her sponsor or insurer. The patient's, representative's or guarantor's signature confirms acceptance of the terms and conditions of admission contained in the “Admission and Registration” form and this booklet. Patients under the age of 18 cannot sign the financial agreement. In this event the form must be signed by a parent or guarantor. The patient is liable for all personal expenses and any charges not settled by an insurer or sponsor. If there are delays in settlement, there may be penalties, for example the charging of interest or the revoking of discounts, for which the patient will be liable. If you do have any questions please call our hospital Patient Administration Department. Any private medical insurance or sponsorship arrangement will be between you and your insurer or sponsor.

## Admission/Registration requirements

The content of this booklet forms part of the terms and conditions of admission, a summary of which is printed on the reverse of the HCA “Admission and Registration” form, and should be read in conjunction with it. We ask you to sign the form prior to treatment at any HCA hospital. Signing the form confirms that you undertake ultimate responsibility for the hospital charges, whether you are insured, sponsored or self-funding, and that you agree we can use information about you within the limitations of the Data Protection Act 1998.

You should sign and return the form in advance of attendance or at the time of admission or registration. When you arrive at the hospital or any of our facilities, we would like to ensure you have no concerns about:

- The arrangements made for settling your account.
- The way we will handle information about you, both to support treatment and to settle your account.

We urge you to consider such matters now, before you attend one of our facilities.

## Section 1: Payment

### Payment responsibilities

The company policy requires payment in full in advance, or at the time of treatment on all accounts not guaranteed by an approved third party. Interest may be charged at the rate of 2% per annum, calculated from the date of discharge or the date of the invoice if an invoice is presented prior to discharge, on all accounts where credit has not been granted and there are delays in payment. Where fixed price, contractual or any other policy discounts have been applied to an account and subsequently the hospital experiences difficulties in collecting the account, the hospital management reserves the right to reverse the discount and to re-bill the account in full. The amount shown as payable on the invoice is net of discounts. Any further collection costs incurred by the hospital (including fees billed by collection agencies, credit reference agencies and solicitors) will be added to the final amount payable.

### Patients with medical insurance

It is the patient or their representative's responsibility to ensure cover is adequate to pay for treatment. We strongly recommend that patients/representative contact their insurance company prior to treatment in order to check cover and the terms of the policy. The hospital will process insurance claims directly with approved insurers on the patient's behalf, if the patient has provided claim details. It is the patient's / representative's responsibility to verify with the insurer that the condition to be treated is covered by the insurance. The hospital is not responsible for this verification. Insufficient documentation will prevent direct settlement and will result in the account being treated as self funding. Any shortfalls in benefit are the patient's or their representative's responsibility. In all circumstances, responsibility for payment of hospital accounts rests ultimately with the patient. Should any sponsorship or guarantee fail, or insurance claim be declined in whole or in part, the patient will be required to pay the outstanding balance in full.

### Who pays for my treatment?

While, in the majority of cases, your medical insurer will pay for all your treatment at our hospitals, it is important to note that there are certain treatments that your medical insurer may not pay for. By signing the Admission and Registration Form, you agree that, if your insurer does not pay for any part of your treatment, you will pay this yourself.

### When might my insurance company refuse to pay for treatment?

The treatment which your medical insurer will cover will depend on a number of factors, such as which insurance company you are insured with, what policy you hold and what level of insurance you have. However, if you are having any of the following types of treatment, we strongly recommend that you contact your insurance company and ask them to clarify what portion of the costs they will cover. These are the treatments where patients most commonly face difficulties with their insurance cover:

#### Treatment for chronic illnesses

Treatment for chronic conditions is generally excluded from UK insurance policies. Chronic conditions are explained in the Association of British Insurers Private Medical Insurance Common Definitions guidance document this can be found at [www.abi.org.uk/Display/File/Child/852/PMICommon\\_Definitiond.pdf](http://www.abi.org.uk/Display/File/Child/852/PMICommon_Definitiond.pdf). For example, you may not be covered for treatment of digestive conditions such as Crohn's disease or irritable bowel syndrome.

#### Screening

Screening and routine testing are excluded from some UK insurance policies. This might include, for example, scanning to detect early indications of heart disease and also testing to ensure that you are not carrying MRSA. It is advised that you check with your insurance company on these.

#### Experimental treatment

Some treatments are considered experimental by particular insurance companies and are therefore not covered by insurance policies. This applies most typically to newly licensed cancer drugs and certain prostheses.

#### Treatment not deemed to be medically necessary

Some insurance companies use care guidelines that may not match the professional medical opinion of nursing staff, your consultant and other medical professionals providing your treatment. In some cases this can result in certain parts of the care we have provided not being funded by your insurer.

#### Consultant Professional Fees

In most cases Consultant fees are billed separately, and does not form part of hospital issued invoices. It might be advised to check with your insurer and or sponsor if there are any additional actions you need to take regarding these.

#### Cosmetic surgery and treatments

Cosmetic surgery is not generally undertaken for the treatment of a medical condition and is therefore excluded from most UK insurance policies.

*If you are unsure about your insurance coverage, please speak to our staff who can help you to contact your insurance company.*

#### Pre-Authorisation

Most private medical insurance companies now require claims to be authorised before a patient may be treated at a private hospital. If confirmation of cover cannot be obtained by the time of admission/registration, you will be treated as self funding and asked to pay a deposit or settle the account in full and claim back from your insurer. Exclusions may be due to your previous medical condition or to a general exclusion within your policy, for example: pregnancies following assisted conception treatment. It is always wise to check for any exclusion or benefit limits before commencement of treatment.

#### Six-Week Clause

Some insurance policies contain a six-week clause, which permits private medical attention only if you cannot be admitted to an NHS hospital within six weeks; it is imperative that the patient discusses this with their Consultant and insurance company before the planned treatment date.

#### Direct Settlement, Shortfalls and Exclusions

The claim form must be completed by the patient or their representative and forwarded to the consultant or GP arranging treatment.

### International policies

HCA has agreements with a number of overseas insurance companies that sell international medical insurance products. If no agreement is in place, the patient is required to pay in full and claim back monies from their insurer at a later date.

### Sponsored patients

If a company, employer or other third party agrees to settle the account, they will need to provide a letter of guarantee along with a deposit. We accept direct settlement arrangements only with third parties with whom we have a prior arrangement. If such an agreement is not in place, the patient will be asked to settle their account with us and seek to recover the sum from their sponsor.

Letters of guarantee must be addressed to the hospital and must be patient, treatment and date specific including relevant reference numbers. The letter will need to specify any charges that are not included and any special requests for the format of the account.

### Self-funding patients

We require payment in full or a deposit on or before the time of treatment for self-funding patients. The hospital may require further payments on account, with payment of the balance in full on discharge. The value of the deposit will vary with treatment and is at the discretion of the hospital providing treatment. Organising payment in advance of your treatment will save considerable time on the day of your visit particularly at times when activity is high. Quotations or estimates given by a physician, consultant or their staff are not valid unless confirmed in writing by the hospital. Hospital prices are normally subject to annual review.

## Packaged Accounts

Packaged accounts are billed as a one line bill, are normally discounted, and assume a routine stay without medical complications. They are offered on the basis that full payment is made before, or on admission, and payment for any additional items is settled before discharge. Package prices do not usually include:

- Ambulance charges
- Telephone or personal expenses, guest meals etc
- Outpatient drugs and dressings
- Specialist medication
- Physiotherapy aids, crutches, neck braces etc.
- Companion fees
- Special nursing
- Histology tests
- Additional night(s)
- Additional procedure(s)
- Consultant fees
- Prosthesis

*If in doubt please ask a member of the Patient Administration Department.*

Please read the details of your particular agreement. Ensure you understand what’s not included in the package price. If there are any unexpected complications, the hospital management reserves the right to re-bill on an item of service basis. Accounts not settled on departure may not qualify for discount and will be rendered in full. Your agreement may involve separate charges, as these items are individual to each patient and are specified by your doctor. Any charges not included in the package price will attract additional costs that you will be required to settle. We do not want you to have any unpleasant surprises in relation to the account.

## Outpatient services

Payment for outpatient services must be made in full on the day of treatment, except where a direct settlement agreement exists with a UK third party/insurers. If payment is delayed or refused in whole or part, we will invoice patients for immediate settlement.

## Exceptions

Please refer to all prior listed information.

## Occasions when a patient may be refused treatment

HCA regrets that patients arriving for treatment will not be admitted or registered if they arrive without satisfactory insurance or sponsorship documentation or any acceptable method of pre-payment. On such an occasion, Admission and Registration staff will contact the Admitting Consultant to discuss the situation.

## Section 2: How to pay

### Deposits

We ask for deposits at admission for patients who;

- Are self-funding
- Do not have cover with a recognised insurance company
- Have not had their cover confirmed by their insurer
- Do not have suitable guarantor or sponsor documentation

We try, wherever timing and available information permits, to inform patients in advance and in writing of payment required on registration / admission.

### Invoices

We normally bill outpatients on the day of service, unless they are undergoing regular recurring treatment, in which case accounts may be billed weekly or monthly. Short stay inpatients are normally billed for treatment at or soon after discharge, although there may be some delayed charges. Longer stay patients may be billed at intervals during their stay. Unless the patient holds full medical insurance cover or sponsorship with an approved body or guarantor, a deposit will be required at admission and thereafter the hospital may require further payments on account. All patients should visit the cashier before leaving the hospital to ensure that all administration is complete.

### Making payments

Payment may be made by:

#### Debit or credit card

We accept most major credit or debit cards. We normally require the completion of a credit card mandate before admission to cover any additional or personal expenses. The card will be debited for outstanding charges either on day of treatment or shortly after the day of discharge. The hospital will provide an invoice for all charges made against the card together with the credit card voucher.

#### Cheque

*Payment by cheque must be made at least 10 working days prior to admission to allow funds to clear. Cheques can be accepted for smaller amounts billed, such as personal expenses, if they are drawn on a UK bank and supported by a valid guarantee card.*

#### Cash

Cash needs to be in POUNDS STERLING. We recommend you visit a bank or exchange to convert any foreign monies prior to admission.

#### Bank transfer

Banks can usually generate same day transfers by fax from current accounts on instruction from the account signatory. Please make sure the details include the patient’s full name and HCA Patient Account Number, if you have one. Payment should be made payable to our bank. Please request a transmission report from your bank and bring it with you.

#### Barclays Bank plc

#### St Johns Wood and Swiss Cottage Branch

#### PO Box 2764

#### London NW3 6JD

#### Sort Code: 20-74-63

#### Account number: 80933279

#### International Swift Code number: BARCGB22

### Payment refunds

Please note that if deposit funds are due back to you following completion of treatment or your discharge from an HCA facility, HCA operates a strict refund policy as follows: All refunds must be paid in the same manner as the original payment was received unless where paid in cash and a cheque will be issued. If deposit funds are paid via a bank transfer, a letter of proof must be provided at time of admission clearly stipulating the following details as confirmation of where payment originated from:

#### Payee

#### Bank Swift Code

#### IBAN Number

All payments via bank transfer should be made to the same bank account that the original payment was received.

Refunds will only be processed when all charges have been finalised. *Please note cash can not be refunded on site. Arrangements can be made via our Patient Administration Department’.*

## Section 3: Data protection

### Data protection act 1998

The Data Protection Act 1998 (DPA98) sets the rules for the processing of personal information and applies to both manual and computer records. HCA provides information in this booklet and displays a Data Protection Notice in many areas of our hospitals and diagnostic centres. Your signature on the Admission/Registration Form confirms you have read and understood this material and that you consent to information, including medical details, about you being processed for the purposes of:

- Your treatment as a private patient.  
This includes providing information about your care to your GP at the end of your treatment, unless you specifically indicate you do not wish this to happen.
- The settlement of expenses related to your treatment e.g. the information required by your insurance company in order to settle your account with us.
- Clinical audit by HCA to ensure we maintain our high standards of patient care.
- Clinical audit within national programmes which monitor health and healthcare provision across the United Kingdom.

*Wherever possible, we anonymise your data.*

### Your rights

The Act means that you have a right to access information held about you either on computer or in manual records. To obtain a copy of the personal data held under the terms of the Act, you will need to apply in writing to the hospital Data Controller. Please be aware that a fee will be charged for this service. The Data Controller for each hospital is the Chief Executive Officer and the nominated Deputy is the Chief Nursing Officer.

### Consent

Your consent is required to process your data, or that of a child for whom you have parental responsibility. If you are too ill to give your consent, information may need to be shared without your consent in order to treat you. HCA will make every effort to obtain consent from a next of kin or whoever may act in your best interests, taking into account your previously expressed wishes.

### Confidentiality

The confidentiality of patient information is of paramount concern to HCA. HCA fully complies with data protection legislation and medical confidentiality guidelines. We will share information about the progress of your treatment with your nominated contact unless specifically instructed otherwise. We share information on a need to know basis and strict guidelines are in place to ensure the information remains secure.

### Data Protection Act 1998

We are committed to meeting the provision of the Data Protection Act 1998. Everyone working in HCA hospitals has a legal duty to keep information about you confidential.

In summary, this means that:

- We will ask for information about you so that you can receive proper care and treatment.
- We keep this information securely with details of your care because it may be needed when we see you again.
- We will provide standard discharge information to your GP to support your care at a later date unless you specifically ask us not to. Please ensure any such request is in writing.
- HCA supports audit projects including national disease databases intended to evaluate the health of the nation and the quality of related care.
- HCA supports ethically approved research projects which measure the long-term effectiveness of treatment. There will be a specific consent form for contribution to any research projects.
- You may be receiving care from other people as well as employees of HCA hospitals. So that we can all work together for your benefit, we may need to share some information about you with those people. Such people or organisations may wish to send your information to companies/individuals outside the European Economic Area to support subsequent care.
- We may also share information with third parties who are responsible for your treatment expenses, for example your insurance company.
- Whenever we can, we shall remove details that identify you
- We will provide the minimum information needed to achieve the stated goal.
- We will use some of this information for other reasons, e.g.
  - to plan for the future,

- to see that the hospital runs legally and effectively and can account for its actions,
- to make sure we can pay the staff who look after you and for the facilities needed for your care.

- Sometimes the law requires us to pass on information, for example to notify a birth.
- The sharing of some types of very sensitive personal information is strictly controlled by law.
- You have a right of access to your health records under the Access to Health Records Act as well as DPA98.
- For more information, you may like to consult the Information Commissioner's web site: **www.ico.gov.uk**

### Access to Non-Medical Information

Access to non-medical information may be granted to others by HCA or your insurer (if applicable) on a strictly confidential basis in the course of and for the purpose of efficient administration, for example audit, financial management and credit control and managing or improving our services. This access may be given to any person or organisation involved in billing, processing, payment or collection of accounts or the provision of credit referencing. In some instances we are obliged by law to disclose information for example where it will assist in investigations into fraud, or notification of births and deaths.

### Sensitive Information

Some pieces of information, for example religious beliefs and mental health, are termed "sensitive data" under the Data Protection Act. In general we do not record "sensitive data" unless it is directly relevant to your condition and its treatment. In such cases, we will ask your permission to hold this information. If we have to share this information with non-HCA health professionals to enable your care, we will ask your permission before disclosing this information to any other individual.

### CCTV, Video and Telephone Call Recordings

HCA uses CCTV at some sites for security purposes only and areas monitored by CCTV are signposted. If photographs are taken during your admission, operation or treatment, a separate consent form will be given to you for your signature.

Your call to service departments within our facilities may be recorded for training purposes.

### Retention, Storage and Destruction of Information

Information about you is stored in a confidential manner whether it is in manual or computerised form and it will be kept for the specific retention periods outlined by the relevant professional bodies. Destruction of data, either manual or digital is undertaken using documented procedures with an audit trail of activity and destruction.

### Identifying You as an Individual

It is of vital importance that all patients are properly identified as individuals. This allows us to collate your various visits and treatment in the same discrete medical record. We have many patients with similar names.

In order to be absolutely sure that you have been correctly identified we ask for at least three pieces of information about you. Suitable items include:

- Full name
- Date of birth
- NHS number
- National Insurance number
- Passport number
- Permanent (home, not a temporary) Address
- Phone numbers

*Please note that if you choose to use a pseudonym or fail to supply accurate identifying information, when visiting our hospitals, HCA cannot be responsible for ensuring the continuity of your health record across visits to HCA sites. Consequences include the need for additional tests to ensure your treatment is correct.*

### Names and Addresses

HCA does not give the names and addresses of patients to other organisations except under the circumstances described in this booklet.

HCA itself will not contact you after your visit for purposes other than:

- follow up of care,
- collecting your views about your stay with us
- settlement of your account unless you have signed an additional consent.

## The use of information by your insurer or sponsor

Information provided to your insurer in order to settle your account will become part of the data held by them (and other companies in the same group) in accordance with the provisions of the Data Protection Act 1998. Your insurer may arrange for processing of your data outside the European Economic Area.

If you have any concerns about this or about any third party your insurer may share your data with, please contact your insurer. If an insurer or other organisation has indicated that they will meet your expenses, they may choose to use non-medical information to send you details of products or services. If you do not wish to receive such information, please write directly to the insurer or other organisation.

## Disclosure to your family and friends

We will normally share information about the progress of your treatment with the person you name as your nominated contact unless specifically instructed otherwise. Please make sure any specific wishes you have in relation to disclosure are documented during admission. We make best efforts to ensure that information provided over the telephone is restricted to those you list on your admission as nominated contacts. Sometimes this means refusing to disclose information about you to someone who feels they should know about your treatment and progress. Please make your family and friends aware of this.

## Disclosure and settlement of your account

Medical information will be kept confidential. It will be disclosed only to those involved in your treatment or care, to their agents and if applicable, to any person or organisation or their agents who may be responsible for meeting your treatment expenses.

Such people or organisations may wish to send details of your expenses to companies outside the European Economic Area (EEA) for processing. If you have any queries about this, please contact your insurer or sponsor. We will also need to share your demographic and account information with a third party who has taken responsibility for payment of your bill. In the event that a bill is unpaid, then we may need to share data with other professionals such as solicitors, collection agents, or credit referencing agencies.

## If you reside outside of the EU

If your permanent address is outside the EU, or your treatment is continuing outside the EU, we may send details of your treatment to individuals based outside the EU specifically to promote your ongoing care. This would normally be the doctor who referred you to us for treatment. If you wish, we can give you the documents so that you have physical control over this information.

## Emailing HCA, Information for Patients and Carers

At HCA we are aware you may wish to communicate with us by email. While there are benefits there are also risks which mean there may be limitations on using email. Please read the following before using email.

### Why use emails?

- They can be quick and convenient, and less intrusive than a phone call.
- You can keep a record of the email (unlike a phone call).
- There is better security tracking and reliability compared to telephone calls and traditional mail.

### What are the disadvantages?

Information stored on our computer systems is protected by a range of security methods. Information sent outside our system by email is much less secure.

- If you share your computer others may read it.
- It may be possible to intercept your email when it is being sent over the internet.
- If a staff member is away it may be several weeks before you receive a reply to your email.

### When to use email?

- You can use it to contact staff to make a query or ask about an appointment.
- If you have an urgent question or feel unwell after going home after treatment, please do NOT email.

### What safeguards are in place?

- Send an email to the department you would like a reply from. Replying to your email reduces the chance of our sending your information to the wrong email address.
- Do not give more personal information than we need to process your request in case it is intercepted.
- Do not ask us to send you medical details that you would not want seen by other people.
- We may ask you to sign a consent form agreeing to receive information by email if the information requested includes confidential health information.

## Confidentiality for other patients and visitors

We ask that you consider the privacy of other patients and visitors at our sites. HCA hospitals regularly treat people with a high media profile and their families. They almost always want that treatment to be a private matter, and we ask you to support their wishes by not commenting on fellow patients to family or friends.

## Section 4

## Valuables

The hospital does not accept responsibility for the loss of any cash or valuables belonging to patients or visitors. Patients are advised not to bring valuables into hospital. Where this is unavoidable, patients should ensure that the valuables are fully insured. The hospital will accept no liability whatsoever for any loss or damage to valuables, cash or personal effects which the patient or any other persons bring into the hospital, whether as a result of negligence or otherwise.

## Code of conduct

HCA is committed to providing high quality, cost-effective healthcare and its employees act with absolute integrity. To further endorse this behavior, HCA has produced a Code of Conduct which provides guidance to all employees and helps them to carry out their work within appropriate legal and ethical standards. To review the Code of Conduct, visit the HCA website at [www.hcahospitals.co.uk](http://www.hcahospitals.co.uk)

### Harley Street at UCH

15th Floor, University College Hospital,  
235 Euston Road, London NW1 2BU,  
t: 020 7387 6424 [www.harleystreetatuch.com](http://www.harleystreetatuch.com)

### London Bridge Hospital

27 Tooley Street, London SE1 2PR  
t: 020 7407 3100, [www.londonbridgehospital.com](http://www.londonbridgehospital.com)

### The Harley Street Clinic

35 Weymouth Street, London W1G 8BJ  
t: 020 7935 7700, [www.theharleystreetclinic.com](http://www.theharleystreetclinic.com)

### The Lister Hospital

Chelsea Bridge Road, London SW1W 8RH  
t: 020 7730 7733, [www.thelisterhospital.com](http://www.thelisterhospital.com)

### The Portland Hospital

205-209 Great Portland Street, London W1W 5AH  
t: 020 7580 4400, [www.theportlandhospital.com](http://www.theportlandhospital.com)

### The Princess Grace Hospital

42-52 Nottingham Place, London W1U 5NY,  
t: 020 7486 1234, [www.theprincessgracehospital.com](http://www.theprincessgracehospital.com)

### The Wellington Hospital

Wellington Place, London NW8 9LE  
t: 020 7586 6969, [www.thewellingtonhospital.com](http://www.thewellingtonhospital.com)

