

Terms & Conditions

1. Use of Data

1.1 Confidentiality of patient information is of our utmost concern. Medical information will be kept confidential and names and addresses are not made available to other organisations (except where explicitly agreed by you under a private medical insurance membership scheme, with your prior consent, to your private medical insurer who may require this information in order to pay a claim). Roodlane Medical Limited undertakes to comply with its obligations under Data Protection Legislation and recognises that it is a Data Processor as defined under section 1 of the DPA.

1.2 We (HCA International & Roodlane Medical Limited) may use your data to provide you with information about goods and services that may be of interest to you. We may contact you about these by post or telephone. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those that were the subject of a previous sale to you. We will contact you electronically to share our patient survey links which gives you the opportunity to feedback on your experience of our service. If you do not want us to use your data in this way, please contact us.

1.3 We may use anonymised anonymous aggregated medical data for quality control and research or statistical purposes. However, we will not transfer your personal data to any third party for any purpose. If you do not want us to use your data in this way, please contact us.

1.4 Please advise us on any change of address details in order to update your profile on our system.

2. Fees

2.1 Any fees incurred will be your personal liability; we recommend you ensure that you are familiar with our scale of fees and discuss the likely cost of any investigations with the treating clinician before they are undertaken.

2.2 Insurer cover

2.2.1 Not all insurance companies will bear the cost of consultations or investigations such as blood test, x-ray, scan etc. or cover cancellation fees. Insurance excess fees may also apply; any shortfall in payment not covered by your insurer is your personal responsibility. Please make sure that you establish your level of cover before any consultation. We accept no responsibility for the non-payment of any fees by insurance companies and reserve the right to secure payment for all costs incurred. If you are claiming payment through health insurance, you will need to contact your provider before you start treatment, confirm cover and obtain an authorisation/claim number. In this case we will invoice your insurer directly for any treatment that you have had. Please note without an insurance authorisation/claim number, we reserve the right to charge you directly for any consultations/treatments or products. We do not monitor expiry of your authorisation/claim number. Please keep your own records of expiry or maximum number of treatments permitted.

2.2.2 We may require details of a credit/debit card to which a charge will be made should a shortfall from your insurer, or a late cancellation or missed appointment charge arise, or should any other outstanding debts become overdue. In order to activate your card we will take a one off payment of £1 which will be refunded in to your account within the next 3 working days.

3. Cancellations and rescheduling:

3.1 Please note that we reserve the right to charge fees in accordance with our cancellation policy for non-attendance and late cancellations or failure to attend appointments without notification.

3.2. If you arrive more than 10 minutes after your appointment time you may be asked to reschedule your appointment if the clinician is fully booked and cannot fit you in. Please be aware that if you are using insurer cover, your insurer will not cover late cancellation/rescheduling or DNA charges.

3.3. Corporate contracts may differ in fee scale and notice period; please check with your employer for contract terms.

3.4. MyGPiTrust scheme members, please refer to mygpitrust.co.uk for terms and conditions http://mygpitrust.co.uk/Assets/pdf/Terms_and_Conditions.pdf

3.5 Our cancellation & rescheduling policy.

Medicals & screening:

2. 48 hour minimum notice period for cancellations or rescheduling
3. Notice less than 48 hours will incur 50% charge of the appointment fee; less than 24 hours will incur 100% charge of the fee.
4. DNAs incur a full fee charged.

3.6 All other services:

1. 24 hour minimum notice period for cancellations or rescheduling
2. Notice less than 24 hours will incur the full fee charged.
3. DNAs will incur a full fee charged.

4. Methods of payment

4.1 Payment terms

4.1.2. Roodlane Medical policy is to require full payment at the time of appointment on all accounts not guaranteed by an approved Third Party with a valid credit or debit card. N.B. we operate a cashless payment system. Interest will be charged at the rate of 12% per annum, calculated from the date of your visit on all accounts where credit has not been extended.

4.1.3. Any further collection costs incurred by Roodlane Medical (including fees build by collection agencies, credit reference agencies and solicitors) will be added to the final amount payable.

4.1.1. If you have received an invoice, it is due for payment now, and should be settled immediately using one of the methods described below:

At a Bank:

Bank: Barclays Bank plc

Account Name: Roodlane Medical

Account Number: 63565106

Sort Code: 20-74-63

Quoting Reference: starting RL

By Post:

For postal payments please make your cheque payable to Roodlane Medical, quoting your account number starting RL on the back of the cheque and send to: HCA International, Central Cashiers, 242 Marylebone Road, London NW1 6JL.

Please do not send cash through the post.

By Phone:

If you wish to pay by debit or credit card you can telephone our Customer Service Team on Tel: 020 7724 6744 to make your payment.

Please make all payments in GBP sterling.