

The Women's Wellness Centre  
Patient Guide

October 2007  
Version 4

## Patient Guide

### Introduction

We are delighted to welcome you to the Women's Wellness Centre. The purpose of this Patient Guide is to provide you with accurate information on the subjects below in a clear and concise manner.

- I. A Summary of our Statement of Purpose
- II. Our Terms & Conditions Relating to the Services we Provide
- III. Our Standard Form of Contract
- IV. A Summary of our Complaints Procedure

### I. Summary of our Statement of Purpose

ObsgynCare's Women Wellness Centre aims to become the private centre of choice for women in West London needing outpatient consultations in obstetrics and gynaecology. The Women's Wellness Centre has been conceived and configured to the specific needs and convenience of women clients or patients who require private out-patient consultations in this field. We promise to deliver on a consistent basis the highest standards of care and service dedicated to the needs and convenience of our women in an environment designed purely for them. A key component of being able to achieve this objective is the dedication of a uniquely skilled and committed specialist team of staff and Consultants.

We believe that bringing private outpatient consultation, related services and facilities into a single location will streamline and improve significantly the quality of the experience and care for our women while enhancing the work environment of the practitioners. All of your appointments, scans, blood tests and specialist advice are available at the Women's Wellness Centre. Referral to linked specialists and the option of seeing them at the Centre are provided for our client's convenience and continuity of care. This will include referral to a Consultant Obstetric Physician (specialist in medical problems related to pregnancy) and non-medical therapies such as osteopathy and physiotherapy.

The Centre comprises a set of state of the art private outpatient consulting rooms, ultrasound diagnosis and blood tests facility at 204 Fulham Road, London, SW10, across the road from the Chelsea & Westminster teaching hospital. The premises have been redesigned, redeveloped and newly equipped to the highest standards around the specific needs of women clients. However, there are no lifts on the premises. For clients who have a disability which does not allow them to accommodate stairs, arrangements will be made for them to be seen across the road at the Chelsea & Westminster Hospital.

All of our Consultants hold senior positions at the leading teaching hospitals in London and have inpatient admitting privileges at most of the leading private hospitals in London. Many are recognised both nationally and internationally as experts in their fields. All are registered with the GMC and insured by the MDU or MPS.

The Registered Provider for the Centre is:  
Dr Gubby Ayida MA FRCOG DM  
ObsgynCare Limited  
204 Fulham Road  
London SW10 9PJ

Telephone: 020 7751 4488

The General Manager for the Centre is:  
Ms Desiree Lichtman BAA  
204 Fulham Road  
London SW10 9PJ

Telephone: 020 7349 5206

The Practice Manager and PA to Miss G. Ayida is:  
Mrs. Julie McLean BA  
204 Fulham Road  
London SW10 9PJ

Telephone: 0207 751 4489

## **II. Terms and Conditions**

This section explains the services we offer, the charges we make and the payment methods we accept.

These terms and conditions mentioned in this document only apply to the services offered by the Women's Wellness Centre and the Consultants and allied professionals who invoice from the centre.

Some of the Consultants and allied professionals will have their own set of charges, payment methods and terms and conditions. Please refer to them direct or their Secretaries for further information, details available at Women's Wellness Reception.

This section is in three parts:

- 1. Services Offered**
- 2. Charges**
- 3. Payment Methods**

These are applicable at the current time but may change without notice.

### **1. Services Offered**

The Women's Wellness Centre offers the full range of services relating to Women's health problems in a single location.

The range of services offered directly by the Women's Wellness Centre and its staff are:

- Outpatient Consultations in Obstetrics
- Outpatient Consultations in Gynaecology with expertise ranging from fertility through to menopause
- Ultrasound Scans
- Blood tests

Details of these services and of our approach can be found in the Statement of Purpose.

We offer through our complementary therapists, other services including:

- Acupuncture
- Physiotherapy
- Massage Therapy
- Psychotherapy
- Nutrition
- Midwife Consultancy

The charges, terms and conditions and payment methods for these services are determined by the Consultants and Practitioners themselves. Please ask about our services as they are constantly expanding.

## 2. Charges

Our standard prices for consultations, ultrasound scans and tests are available at the Women's Wellness Centre Reception upon request.

## 3. Payment Methods

There are three methods of settling your account with the Women's Wellness Centre:

- Through your Insurance
- Yourself
- Through a "Sponsorship"

We will address these three types of payment individually.

### *Through your Insurance*

The Women's Wellness Centre only has direct settlement arrangements with some UK based insurers.

Prior to your consultation, you are advised to confirm your level of cover with your insurance company to ensure that it is adequate to meet the cost of your consultation and any tests you may undergo. Certain medical conditions may be excluded from your insurance cover and a limit may be imposed upon the amount that can be reimbursed. For example, pregnancy and delivery related care is often not included.

Your insurance company will provide a claim form which must be completed and signed by your consultant or general practitioner who will give details of your condition and treatment. Without the completed form, the insurance company will make no payments.

Please bring your claim form with you when you attend for your appointment and your pre-authorisation number from your insurer, having had your claim pre-authorised by your insurer to ensure benefit is confirmed.

If you are not covered by a UK medical insurer recognised by the Centre, you should please check your policy with your insurer prior to attending your consultation. You may be required to pay your account as described below in the "Yourself" section.

**Please note that medical insurance is a contract between you and the insurance company and settlement of the account remains your responsibility.**

Should the insurance company fail to settle the bill in full, you will be sent an invoice and remain responsible for settling your account with the Women's Wellness Centre.

### *Yourself*

You will be required to pay your invoice on the day of your consultation as per the undertaking on the Registration Form.

You can pay by cash, cheque, debit card and Visa and Mastercard.

### *Through a "Sponsorship"*

If you are being sponsored then please indicate this on your registration form. We request that, prior to your consultation; you send us a letter from your sponsor guaranteeing payment of charges to be incurred with all required billing information.

Without this information, the Centre will require you to settle the account as if you are paying your own bill. The Centre may refuse to forward accounts if, after a credit check, the sponsor is declined.

**Please note that as is the case for medical insurance the settlement of the account remains your responsibility.**

Should the sponsor fail to settle the bill, you will be sent an invoice and be responsible for settling your account with the Women's Wellness Centre.

### **III. Standard Form of Contract**

New patients have to complete a Patient Registration Form for any consultation or tests at the Women's Wellness Centre. In addition, patients booking for obstetric care will receive a booking confirmation letter.

Examples of the Patient Registration Form and a booking confirmation letter are provided in this section.

### *Patient Registration Form*

The Patient Registration Form is the form provided on the following page:

## WOMEN'S WELLNESS CENTRE PATIENT REGISTRATION FORM

Full Name:	Date of Birth:
Address (inc. Post Code):	Age:
Tel Home:	Title:
Tel Office:	Religion:
Tel Mobile:	Occupation:
Email:	Nationality:

Next of Kin:	Relationship:	<b>How did you hear about our services? (Please circle)</b>
Address if Different:	Contact No.	Leaflet : Through letterbox From our Centre
		Website
		Word of mouth
		Video in selected salons
		NHS / Private GP
		Consultant/ Therapist
		Front door signage
		Magazine

<b>GP Name:</b>	<b>Appointment Type</b>			
GP Address:	Obstetric EDD	C&W	J&L CLC	J&L MLC or PORTLAND
	Gynaecology			
	Ultrasound			
GP Tel:	Other (please specify)			

<b>Method of Payment</b>	Self Pay	Insured	Sponsored
Insurance Company:			
Policy Number:			
Pre-Authorisation Number:			
Consent for Electronic Billing:    Yes <input type="checkbox"/> No <input type="checkbox"/>			

Please complete if your Insurance is BUPA – BUPA International or AXA PPP	
Date Symptoms first Noticed by Patient:	Date first Consulted GP for Symptoms:
Please specify symptoms:	
Is the patient receiving treatment as a result of an accident caused by someone else?    Y <input type="checkbox"/> N <input type="checkbox"/>	
Is the patient covered by any other insurance from which the cost of this treatment might be claimed: Y <input type="checkbox"/> N <input type="checkbox"/>	
If you answer YES to either of these questions, please inform your insurance company of the details	

#### IV. Summary of Complaints Procedure

While we undertake to always do our best to ensure that you receive the greatest care and attention at ObsgynCare, we accept that misunderstandings can occur. Alternatively you may be dissatisfied with aspects of your experience at the Women's Wellness Centre and will want to inform us of this.

If you have an informal complaint about any aspect of our service, please bring the matter immediately to the attention of the Practice Manager who will endeavour to resolve the matter promptly.

Alternatively, if you wish to make a formal complaint you can contact the General Manager, Desiree Lichtman on 0207 349 5206 or 0207 362 6106. Formal complaints are normally made in writing and are investigated promptly by the General Manager and one Director of ObsgynCare. We will acknowledge formal complaints within two working days of receipt. A written response is then provided by a Director within 21 calendar days of our written acknowledgment, setting out the result of our investigation and its conclusions.

Complaints may also be made to:

The Commission for Healthcare Audit and Inspection  
Finsbury Tower  
103-105 Bunhill Row  
London, EC1Y 8TG

Telephone: 020 7448 9200

Detailed information on our complaints procedures is contained in our complaints guide "How to Make a Complaint" which is available for all clients on request. Signage will be clearly displayed in all reception and waiting areas as to how to request this guide. A copy of the guide may also be downloaded from our website: [www.womenswellnesscentre.com](http://www.womenswellnesscentre.com)