

Primary Care

Terms & Conditions

1. Use of Data and Privacy

1.1 Confidentiality of patient information is of our utmost concern. Please refer to our Privacy Notice for full details. <https://www.hcahealthcare.co.uk/legal/privacy-policy>

1.2 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. Late arrival

3.2.1 GP Consultations - If you arrive more than 5 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 (did not attend) charges.

3.2.2 Health screening/OH/Physiotherapy/Psychological and all other services - 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 (did not attend) charges.

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

3.4. My HCA GP scheme members please refer to the scheme [terms and conditions](#).

3.5 Our standard cancellation & rescheduling policy is set out below:

- Medicals & screening: 48 hour minimum notice period for cancellations or rescheduling. Notice less than 48 hours will incur 50% charge of the appointment fee; less than 24 hours will incur 100% charge of the fee. DNAs (did not attend) incur a full fee charged.
- All other services: 24 hour minimum notice period for cancellations or rescheduling. Notice less than 24 hours will incur the full fee charged. DNAs (did not attend) will incur a full fee charged.

4. Methods of payment

4.1 Payment terms

4.1.2. HCAUK 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 HCAUK (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, payment details are outlined on the bottom of the invoice.

5. Miscellaneous

We are a private GP service and aim to deliver your ad-hoc medical with convenience in mind. You may also have a primary GP and for the vast majority of individuals, this will be your NHS GP and our service is not intended to replace them.

We therefore strongly advise that you continue to seek clinical care from them for any long-term or chronic medical conditions and provide them with any test results undertaken by us relevant to your clinical care.

If you would like us to correspond with your primary (NHS) GP, please do not hesitate to discuss this with one of our doctors or administrative teams.