

## Self-Pay Surgery – Your Package

Updated January 2024

|                  |                                 |
|------------------|---------------------------------|
| Office Hours     | 0131 376 3785 (Mon–Fri 9am–5pm) |
| Emergency (24/7) | 07405 322 689                   |
| Email            | hello@waterfronthospital.co.uk  |

### Your Package Includes

#### Before your admission:

- Pre-operative assessment before admission, if necessary

#### During your hospital stay:

- Hospital stay and meals
- Nursing care and facilities
- Theatre fees, drugs and dressings
- Consultants' fees for the operation
- Prosthesis such as breast implants
- Pathology and histology (you will be informed if this is required)

#### After your discharge:

- Take-home drugs for up to 14 days after discharge and antibiotics for the prescribed period (if required)
- One post-operative consultation if required by your consultant (unless indicated otherwise)
- Removal of stitches, dressings or plaster if required and any ongoing wound care
- Treatment for any clinical complications (see below)

### Your Package Does Not Include

- Diagnostic tests or services required before your pre-operative assessment or admission, whichever is first
- Your initial consultation fee, which is separate
- Convalescence and treatment provided after your consultant has advised that you are fit for discharge
- Personal costs such as telephone, newspapers and visitor's meals
- Medication prescribed after you have been discharged from the hospital (other than take-home drugs)
- Ambulance fees if transfer required
- Any cost not specified as included

## Terms and Conditions

### Admission

- The hospital reserves the right to refuse a patient's admission for any reason.
- The hospital reserves the right to determine the patient's admission date and, if necessary, change the date of admission. Prior notice will be given whenever possible should your admission date need to be changed.
- Costs incurred that are not included in the package price will be charged at the hospital's standard rates.

### Outpatient Services

- Outpatient services included in the package must be received at the hospital where you had your operation.

### Written Quotation

- Your consultant and their secretarial staff will give you a written quotation for the package price of your treatment after your consultation.
- This package is only available when you have obtained and accepted a written quotation from the hospital before admission.
- The package's quoted price is valid for ninety days from the date of issue. A booking for the surgery must be made within this period (unless stated otherwise).
- The quotation is subject to change depending on the results of your pre-operative assessment. The hospital reserves the right to withdraw the quoted price at any time before surgery.

### Consultant's Fees

- All Consultants are self-employed and provide their services directly to the patient.
- The Consultant's fees for the operation and follow-up consultations are included in the quoted price, and the hospital acts as their agent in collecting them.

### Payment

- Payment must be made in full before admission. The hospital reserves the right to refuse admission to a patient who has not paid in full.
- Payment may be made using most credit and debit cards or by bank transfer. Cash payments are not accepted.

### What Happens If I Decide Not To Go Ahead

- If you decide not to proceed with your Treatment Package, you will need to pay for the care you have received up until the point of cancellation. We reserve the right to charge a cancellation fee if you cancel your treatment within 7 days of a scheduled appointment or admission date.
- If you have already paid, we will refund your payment minus any amount you owe the hospital and the consultant. Refunds are paid by cheque or electronic transfer to the original payer only. We do not pay cash refunds.
- If your consultant cancels your Treatment Package for medical reasons, and you have already paid, we will refund your payment.

### What Happens If I Suffer Complications

- No clinical procedure is entirely risk-free, and the results of any treatment cannot be guaranteed completely.

- Your Fixed Price includes the cost of treating any clinical complications arising directly from your treatment, provided you have followed advice (within 12 months of treatment for cosmetic packages).

#### **Cosmetic Treatment Outcome**

- If your consultant agrees the aesthetic outcome was not as expected, your Fixed Fee includes one episode of aesthetic revision treatment (notify in writing within 12 months).
- Treatment for complications and revisions includes consultations and outpatient or day-care treatment as needed.

#### **Cancellation Fees**

- We reserve the right to charge a cancellation fee if you cancel within 7 days of your scheduled appointment or admission date.

#### **Your Property**

- While we will take all care to ensure the safety of your belongings, Waterfront Private Hospital does not accept responsibility for theft, loss, or damage to property.

#### **Your Contract**

- By signing the Registration Form, you agree to be bound by these Terms. Waterfront Private Hospital Ltd may update these Terms; changes apply only to new episodes of care.

Waterfront Private Hospital • 1 Waterfront Park, Edinburgh EH5 1SD • 0131 376 3785 • [hello@waterfronthospital.co.uk](mailto:hello@waterfronthospital.co.uk)

Healthcare Improvement Scotland Regulated • Company No: SC655392