



Private Patients Terms and Conditions Agreement

CES Medical looks to provide outstanding care and experience for all patients. These Terms and Conditions look to explain what you can expect when undergoing private care with us, as well as details on liabilities and exclusions should an exceptional circumstance occur.

1. CES Medical

CES Medical (referred to as 'CESM' hereafter) is an independent company that provides integrated facilities for the consultation, diagnosis and treatment of Ophthalmology conditions. We provide services for patients whose care is funded by both NHS commissioned routes, as well as private patients who either self-fund their treatment or hold an appropriate policy with a medical insurer.

2. CESM relationship with Consultant Ophthalmologists and Optometrists

CESM partners with independent Consultant Ophthalmologists and Optometrists for the delivery of care within our facilities.

All Consultants and Optometrists are professionally responsible for the care they provide and are regulated by their relevant medical body (for Consultants: the General Medical Council (GMC), and for Optometrists: the General Optical Council (GOC)).

CESM is not responsible for the advice, decisions and treatment provided by the Consultants and Optometrists they partner with.

CESM governs the Consultants and Optometrists operating within our facilities via the issuing of a 'practicing privilege'. This privilege looks to ensure each clinician is appropriately qualified for the range of patient services they provide, is registered with their regulatory body and are of proper health and mind. Their clinical work is overseen by our CQC Registered Manager, and they are required to undergo bi-annual review with CESM as well as revalidation every 5 years with

the GMC/GOC. All Consultants and Optometrists are independently indemnified for the type and volume of patient care they provide annually.

3. Patient Outcomes and Warranties

Whilst CESM endeavours to deliver care to all patients that exceeds their expectations, there may be occasions where outcomes are less than satisfactory due to circumstances outside of the company's control. CESM and the Consultants/Optometrists we partner with do not provide a 'money back guarantee' or a warranty of 100% satisfaction.

The outcome of all and any medical or surgical care depends on a number of variables and the experience and response to treatment of each patient can differ due to biological and other reasons.

4. Self-Funding Patients

Outpatient Consultations:

Patients will be required to pay CESM in advance via BACs transfer or payment link when booking an outpatient consultation with one of our Consultant Ophthalmologists. This applies to both new and follow up appointments.

When patients undergo an intervention within an outpatient setting where it is not known in advance that it is required (e.g. an injection or YAG capsulotomy), the relevant fees are required to be paid in full to CESM within 5 working days from the date of the appointment.

Surgery:

Patients self-funding their surgery are charged a single fee, referred to as an 'Inclusive Care Package'. This fee will cover the facility fee, surgeon's fee, anaesthetist fee (if applicable) as well as prosthetic and ancillary requirements. This fee also includes a post-operative follow up period, which is defined further in Section 6.

Payment for pre-planned surgical procedures (i.e. cataract) is expected to be received by patients to the CESM bank account no later than 48hrs prior to the date of surgery. Should the funds have not been received, CESM retain the right to postpone a patient's surgery until received.

Refunds:

Should a patient pre-pay for an episode of care with CESM (either an outpatient consultation or surgery) which it is determined not to be clinically required, or needs to be cancelled due to unforeseen circumstances, they will be offered to either, 1) keep the value on credit for use in future care, or 2) have the full amount owed refunded to the bank account from which the original transfer was made. CESM will endeavour to process all refunds within 14 days of the request being made.

5. Private Medically Insured Patients

Patients are responsible for ensuring the cost of their care at CESM is covered, wherever choosing to self-fund or when using a medical insurance policy.

Patients must contact their insurer to obtain preauthorisation for all care they intend on receiving at CESM and provide the preauthorisation code to our team in advance of undergoing any appointments at a CESM facility. This is applicable to both outpatients and surgery.

Patients must also find out the extent of the coverage by their insurance company as there may be an excess or shortfall to pay.

Consultant Surgeon and CESM fees for insured patients will be billed directly to your insurance company, and where applicable, shortfalls will be collected from you on behalf of the Consultant and/or CESM.

Top-up fees:

Top-up fees are charged by some Consultants who are not registered as 'fee assured' with insurance companies. It is the patient's responsibility to confirm with their insurer if the Consultant they wish to receive care from is/is not fee-assured to determine if they are in agreement with any fees that they will be personally liable for in advance.

Special Order Lenses:

Should you wish to up-grade the type of lenses to be used during your surgery (e.g. multi-focal lenses), please be aware that special order lenses are generally not covered by insurance companies. Again, it is the patient's responsibility to confirm with their insurer wherever this is the case. Should you wish to proceed with special order lenses for your surgery, CESM will look to inform you in

advance of what the top-up fee will be, which you will be liable to pay directly to CESM.

Our private patient team will make every effort to provide accurate information regarding pricing in advance of surgery so that you can make an informed decision.

6. Inclusive Care Packages – Post Operative Care

For patients that opt to undergo surgery under a ‘Self-Pay Inclusive Care Package’, CESM will look to ensure any additional costs are kept to a minimum should any post-operative complications occur.

Patients under a Self-Pay Inclusive Care Package can access *six (6) months of un-capped care as is clinically required in relation to the original condition and treatment they were seen for at CESM. This includes outpatient appointments, diagnostics and surgical interventions. Exclusions to this would be for care required that is either not related to the original condition treated at CESM, where the patient’s condition is considered chronic and requiring regular intervention, or where the level and type of care required by the patient is not able to be provided safely within a CESM facility.

*YAG procedures are not included as part of the Inclusive Care Package but will be available to patients at a 50% discount to our prevailing self-pay rate.

7. Cancellation / Rescheduling of appointments due to unforeseen circumstances

Should a situation occur that requires the cancelling or rescheduling of a patient’s appointment or surgery due to unforeseen and unavoidable circumstances, CESM will look to inform patients at earliest convenience. Arrangements will be made to reschedule for the next available appointment / at a time that is at the patient’s convenience.

CESM cannot take responsibility for any financial impact incurred by the patient as a result of a cancelled appointment.

8. Patient Complaints

Should a patient not be completely satisfied with the care and/or experience they have received at CESM, we encourage them to contact us at earliest

convenience. The majority of circumstances can be resolved quickly, and our team will work proactively to address any concerns.

Should a patient feel that their concern(s) have not been resolved fully, they hold the right to raise a formal complaint. In such a circumstance, CESM will look to follow our company policy: '*Complaint Policy for Private and Self Pay Patients*', which will be made available to patients upon request.

CESM is a member of the Independent Sector Complaints Adjudication Service (ISCAS) and will look to follow the guidance set out by ISCAS to appropriately respond and support any patient complaints that are received.

Should a patient wish to raise a formal complaint, they should contact our Complaints Lead: Miss Katie Turkiewicz by either post at:

CES Medical Ltd, Maidstone Innovation Centre, Gidds Pond Way, Weaverling, Maidstone ME14 5FY

or email: katie@cesmedical.co.uk.

Patient Declaration:

I have read, understood and agree with the terms and conditions detailed in this document in relation to my privately funded care at CES Medical.

Please either sign and date below and return or respond to the email you received from CESM confirming your agreement with the terms and conditions.

Patient

Signature.....

Date.....