



IMPERIAL PRIVATE HEALTHCARE

About Your Stay

CHARING CROSS HAMMERSMITH ST MARY'S
QUEEN CHARLOTTE'S & CHELSEA WESTERN EYE

Imperial Private Healthcare

The best of both worlds

Thank you for choosing Imperial Private Healthcare to provide your medical care.

As our patient you will experience the best of both worlds; a modern private facility providing world-class consultant-led care in one of the UK's leading teaching hospitals. We understand that coming to hospital can be a daunting experience but our staff are here to help make your stay as comfortable as possible.

This guide has been designed to help prepare you for your visit, but if you have any questions about your treatment or your stay with us, please do not hesitate to contact our admissions team.

Admissions Team 08.00-17.00 Monday-Friday

- The Thames View,
Charing Cross Hospital
+44 (0) 20 3311 7764
- The Robert and Lisa Sainsbury
Wing, Hammersmith Hospital
+44 (0) 20 3313 1406
- The Lindo Wing,
St Mary's Hospital
+44 (0) 20 3312 1479







About your clinical care

Your care is consultant-led and your consultant will visit you regularly to plan and supervise your treatment.

Our consultants are supported by a team of clinical specialists, including nurses, therapists, dietitians, pharmacists and technicians, with strong links to other specialist services.

You will have been advised of the date and time of your admission and any special instructions, for example, whether or not you should have something to eat or drink.

Receiving care in other departments in the hospital

During your stay you may be treated in, or transferred to, another area of the hospital so you receive the best possible care. Examples include the imaging department (for X-rays and scans), catheterisation laboratories (to treat some heart conditions), operating theatres and critical care. We also have a separate unit for patients requiring enhanced nursing and medical support.

Following certain procedures (for example heart surgery) you may need to spend a short time in the hospital's critical care unit before being moved back to your private room. Critical care provides the constant monitoring and specialist support you need following major surgery. They have the latest technology and specialist teams who will work closely with your consultant to help ensure a rapid recovery.

Infection prevention and control

We take cleanliness and infection control very seriously and we are committed to providing the highest standards of clinical care.

Our staff work closely with the Trust's infection prevention and control team. We continually monitor our clinical practice and our outcomes are excellent.

It is our policy to screen all patients for MRSA either before, or within 24 hours of admission. This is to help us protect you and others. The MRSA screening test is simple and non-invasive.

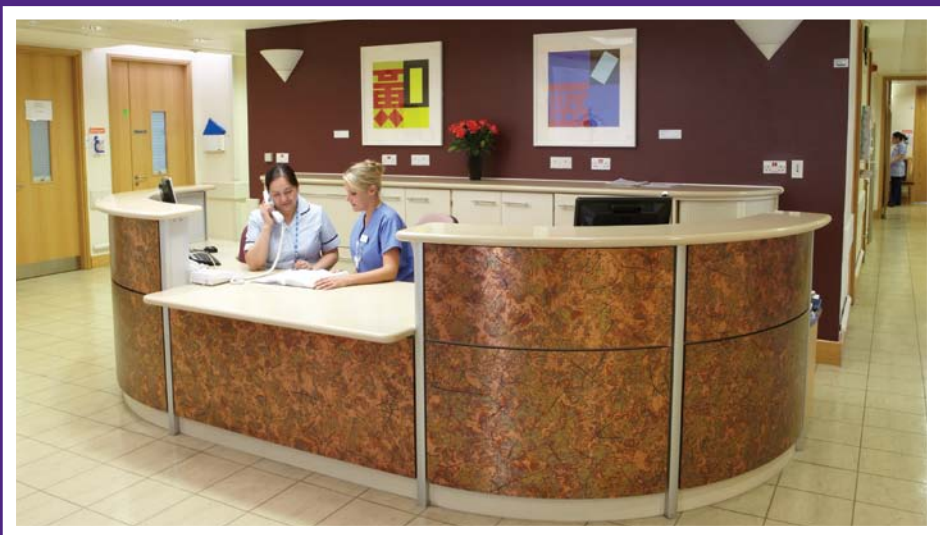
What to bring with you when you come to hospital

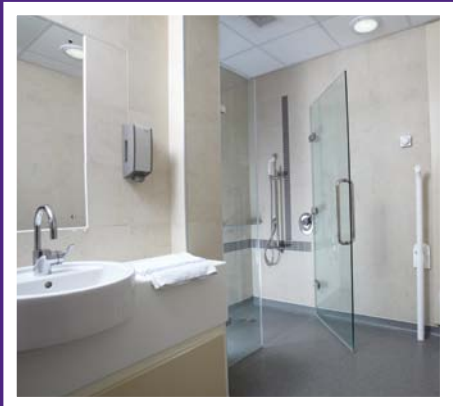
- Nightwear, underwear, dressing gown and slippers
- Toiletries and flannel (towels are provided)
- Comfortable loose-fitting clothes to wear during the day
- Any medication that you usually take, including tablets, capsules, creams, inhalers and other medicines, such as herbal or homeopathic remedies that you get from your GP or buy from your chemist. If you have a book with details of your medication or a steroid or warfarin card, please bring these too
- A small amount of cash for a phone card (or you can use a mobile phone within your room)
- Insurance documents (claim form and authorisation number)

Although all patients have access to a safe, we strongly advise you not to bring valuables such as jewellery, credit cards and large sums of cash into the hospital. **We do not accept responsibility for loss or damage to personal property.**

If you have any special requirements prior to your stay that you wish to discuss, please contact our customer admissions team (08.00-17.00 Monday-Friday):

- The Thames View, Charing Cross Hospital +44 (0) 20 3311 7764
- The Robert and Lisa Sainsbury Wing, Hammersmith Hospital +44 (0) 20 3313 1406
- The Lindo Wing, St Mary's Hospital +44 (0) 20 3312 1479
- Email to private.healthcare@imperial.nhs.uk.





About your stay

Your room

Your room is designed to provide you with comfort and privacy during your stay. Most rooms are ensuite, and all have satellite television, radio and a fridge. There is a bedside telephone (you need to purchase a call card to make outgoing calls) or you may use a mobile phone in your room. You can also access the internet. A newspaper of your choice will be delivered to your room each morning.

Meals and drinks

Hotel services are provided by our dedicated hotel services team. Our extensive and nutritious menu caters for special dietary, cultural and religious requirements including vegetarian, kosher and halal meals. All meals are prepared in a dedicated kitchen and a wide range of options are available. Our hotel services manager and chef are contactable via the ward staff.

Tea and coffee are provided at regular intervals throughout the day but you can ask for these at any time. We also provide tea and coffee for your guests free of charge.

Your guests are welcome to order meals if they wish and our catering staff will charge separately for this service. Alternatively, there are restaurants and cafes in each of our hospitals your guests can use.

Visiting hours

Your relatives and friends are free to visit at any time during the day, but as a general guideline we recommend visiting hours between 10.00 and 22.00. We may request that your visitors leave the room for short periods as and when required by your healthcare team. We encourage a rest period for patients between 14.00 and 15.30 so please ensure that your family and friends are aware of this. It is important that you receive adequate rest, which is essential for your recovery.

You are advised not to bring babies or small children onto the ward. Any children must be supervised and remain the responsibility of their carer at all times.

We kindly ask that your visitors make themselves known to staff on the

reception desk on arrival. Should you not wish to receive any visitors, please inform a member of the nursing staff who will make the necessary arrangements on your behalf.

Visitors with infectious illnesses

Please ask your relatives and friends not to visit you if they are suffering, or recovering from, any infectious illnesses such as diarrhoea, vomiting, coughs, colds or flu.

Accommodation

We do not provide overnight accommodation for relatives and friends within our hospitals. However, accommodation is available for relatives and friends next to Hammersmith Hospital. For further details, please contact residential services on **+44 (0) 20 3313 4873** or email **accommodation@imperial.nhs.uk**.

Transport and parking

Please be aware that parking spaces for patients and their visitors are extremely limited and operate on a pay and display basis between 07.00 and 21.00. There are a number of parking spaces for disabled badge holders, and parking is free for badge holders in any of the available spaces.

Charing Cross Hospital, Fulham Palace Road, London W6 8RF

The nearest tube stations are Hammersmith (District, Piccadilly and Hammersmith & City lines) and Barons Court (District and Piccadilly lines).

Hammersmith and Queen Charlotte's & Chelsea hospitals, Du Cane Road, London W12 0HS

The nearest tube stations are East Acton and White City (both on the Central Line) and Wood Lane (Hammersmith & City Line).

St Mary's Hospital, Praed Street, London W2 1NY

The nearest tube stations are Paddington and Edgware Road (both on Bakerloo, District, Circle and Hammersmith & City lines), and Paddington Railway Station.

All three sites are also served by regular bus services.

Directions on our website

**[www.imperial.nhs.uk/
privatehealthcare/directions](http://www.imperial.nhs.uk/privatehealthcare/directions)**



Financial information

Financial arrangements for your hospital stay will have been confirmed either before your admission or on the day of your admission. We reserve the right not to proceed with admission or planned procedures if cleared funds or pre-authorisation from your insurance company have not been received.

‘Undertaking to pay’ form

We require all patients to complete and sign an ‘undertaking to pay’ form before the start of any treatment. By signing this form, you agree to receive your healthcare as a private patient and accept the associated costs.

Insured patients

Insurance policies vary in the level of cover and what is included. It is important to contact your insurance company before admission to check your level of cover and obtain pre-authorisation. On the day of admission, please bring full details of your insurance policy and your authorisation or registration

number. If a claim form is required, please bring this as well. If you are attending the department as an outpatient before admission, the form can be signed at this stage.

At the end of your stay, our finance team will send your invoice to your insurance company. They will, in turn, forward on to you an invoice for any aspects of your stay that are not covered by your policy. Please contact the business office to arrange payment.

There are certain items that most insurance companies will not pay for, including drugs prescribed for you to take home, transport home on discharge or therapy equipment. We will charge you directly for these items or you may receive an invoice from us after your discharge home. Please note that you will be responsible for funding any shortfall in payment.

Self-funding patients

Before you are admitted to hospital, you will be given a predicted estimate relating to the costs involved for your proposed

treatment. We are required to inform you of this before your admission and treatment can commence. This estimate is based on the information which is given to us by your consultant at the time your admission is being planned. Please note that predicted quoted charges include all the services you will receive as a patient during your stay, but do not necessarily include the consultant's professional fees, as these may be charged separately.

You will be required to pay for your treatment in advance of admission into hospital. The final cost of treatment will depend on your length of stay with us and the actual tests, investigations and procedures that have been undertaken. We will endeavour to let you know the exact costs that have been incurred as soon as this information is available to us. Business office staff will visit you during your stay to discuss your account with you. We accept cash and travellers' cheques (UK sterling only), and most of the major credit cards (except American Express), bankers' drafts are also accepted.

Sponsored patients

If your treatment is to be sponsored (for example by an embassy), your consultant will provide them with regular updates during your stay. Funding for any additional treatment or items will be requested in writing from your sponsor and can only be provided once authorisation has been received.

If you have any questions or concerns regarding your financial arrangements during your stay, please contact a member of the business office team who will be happy to visit you in your room during normal working hours.

The funds generated by Imperial Private Healthcare are reinvested in the Trust to support and enhance the NHS clinical services within our hospitals, for the benefit of all our patients.



Additional information

A positive patient experience

We hope your stay with us will be comfortable and your experience is a positive one. We welcome patient feedback and would like to know your thoughts on our facilities and the standard of care you received. You can speak to any member of staff to share your observations. Our senior nurses undertake regular quality audits so that they can act quickly to resolve any issues or concerns.

No smoking policy

Smoking is not permitted anywhere in the hospital buildings or grounds.

Interpreting and sign language

We can arrange access to interpreters or sign language services to assist you.

Patient support

Our patient advice and liaison service (PALS) offers help, support, information and advice to patients and their relatives, friends and carers. The PALS team can help answer any questions you have about our hospital services; respond to any problems or concerns; and welcome your suggestions or comments, either positive or negative, about your experience.

PALS offices are located at Charing Cross, Hammersmith and St Mary's hospitals. You can phone PALS on [+44 \(0\) 20 3313 0088](tel:+442033130088) or [+44 \(0\) 20 3313 3322](tel:+442033133322) (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or [+44 \(0\) 20 3312 7777](tel:+442033127777) (St Mary's and Western Eye hospitals), or email pals@imperial.nhs.uk.



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