



### **Fee Transparency Letter** **April 2024**

Thank you for looking at Healthcare4kids Services Ltd for your possible or booked outpatient appointment. This letter sets out some important information that we are required by law to provide to you. By using our services provided by Healthcare4kids Services Ltd, you agree to our fees and business terms and conditions.

Healthcare4kids' fees are based on the length and type of appointment that is required. Through our initial enquiry and evaluation process (free of charge), the most appropriate type and length of appointment will be offered to you.

All patients of Healthcare4kids Services Ltd must complete a registration form and be registered with our practice before using our services.

#### **Healthcare4kids' Fees**

<b>Appointment Type/Length</b>	<b>Fee</b>
General appointments per 30 minutes (New)	£200
Symptom Control (60 mins)	£400
ADHD Diagnostic Assessment - primary school age (60 mins)	£650
ADHD Diagnostic Assessment - secondary or private primary school age (60 mins)	£750
ADHD Research Chat (group psychoeducation session)	£250
ADHD continuing care; invoiced following clinic appointments (usually every 6 months)	£250 per appointment
ADHD/General continuing care for annual patients; invoiced following appointments (only available for certain patients over the age of 18)	£300 per year
General follow up/repeat appointment (Non-ADHD)	£250
Autism Assessment	£3050
Dyspraxia Assessment; length of appointment to be confirmed by the clinician	£200-£400 dependent on length of appointment
Shared Care Agreement (ESCA) set up (administration costs)	£30
Additional Professional Letters	£50 to £100 dependent on circumstances and length
Forms completed by a professional; any patients not seen within a year will need to attend a 30 minute appointment (£200) before the professional can complete the form.	£50 to £100 dependent on circumstances and length
We reserve the right to charge an admin fee if any documents, other than the ones we have requested, need to be reviewed and are excessive.	Up to £250

- Clinics are run efficiently and on time by our clinicians. In the unlikely event of clinicians needing extra time for appointments, patients will be charged an additional fee on a pro-rata basis of the appointment. Autism assessments are exempt of this additional fee.
- A non-refundable 10% deposit of £305 is required to secure an autism assessment date for each appointment booked.
- A non-refundable deposit of £100 is required to begin the ADHD assessment process.
- We currently do not charge for providing private prescriptions, but you will need to pay your pharmacist for the medication.
- Fees are subject to change without notice.
- Medical reports are written by the clinician following appointments and are included in the appointment fees.

- Medical reports for any new patients, or any patients (new or existing) attending an ADHD Diagnostic appointment or a Symptom Control appointment, will be processed and sent out only upon receipt of full payment of the balance for that appointment.
- Any formal neurological diagnosis (eg Autism/ADHD) given in medical reports is expressed as the “impression” of very experienced clinical professionals at Healthcare4kids Services Ltd with extensive knowledge and expertise, made after an intensive assessment. Any formal diagnosis(es) from Healthcare4kids Services Ltd will stand in the courts of law.

Following your appointment, you may need certain tests (such as blood tests or imaging, for example an X-ray, MRI, or CT scan) to help diagnose your condition. These tests are not undertaken at Healthcare4kids Services Ltd and will need to be undertaken by your GP or private hospital. The fees for those tests will be determined by the clinic or hospital and they will charge you, or your private medical insurer, separately. Healthcare4Kids Services Ltd are not responsible for tests undertaken or charged by third parties.

### **Payment Terms**

#### *Autism Assessments*

Autism assessments are required to be paid in full no later than 4 weeks prior to the appointment date. All other fees must be paid within 14 days from the date of the invoice. We accept BACs, cheque, cash and credit/debit cards for most payments but please note, we are unable to accept credit/debit card payments for Autism assessments. We are unable to accept American Express.

#### *Medical Insurance*

We are no longer able to accept payments from medical insurance companies and can only accept patients on a self-funded basis. There has been an increase of refusal from medical insurance companies to cover certain assessments, appointments and follow up/repeat appointments.

Some insurance companies will allow families to claim back the cost of an appointment from them directly. We advise you to speak to your medical insurance company in advance and confirm that they are happy to accept claims in this way, whether the policy that you hold with them covers the claim, and how much of the cost they are willing to cover.

If you are using medical insurance to claim back fees, you are responsible for paying the fee in full to Healthcare4kids Services Ltd within the specified time frame. If you have checked, as suggested above, and wish to use medical insurance, we can arrange for a receipt following full payment to be sent to you for you to claim back from your insurer.

#### *Instalment Plans*

We offer instalment plans for those who would like to spread the cost. Autism assessments are required to be paid in full no later than 4 weeks prior to the appointment date, even with an instalment plan. There are no additional fees for this service. Monthly amounts are agreed between you and Healthcare4kids.

#### *Outstanding Accounts*

Should you fail to pay your invoice within the permitted timescale, we will be left with no option but to engage an agent to recover this debt. If we are to engage an agent, you will become liable for an additional charge which will be calculated as a minimum of 25% of the outstanding debt.

Patients who have outstanding accounts will have their future appointments cancelled and will be discharged from Healthcare4kids' care.

### **Cancellation Policy and Fees**

We are a busy practice running full clinics, and patients booking an appointment are reserving the clinician's time for the appointment. We work hard to fill any cancelled appointments and reschedule a cancelled appointment within the necessary timeframes of needing to be seen. Our cancellation fees

are such to cover the clinician's time, admin costs and business costs that we incur even if the patient has not been seen by a clinician.

Cancellation policy and fees for all **non-autism assessment** appointments:

- A cancellation fee of £50 per half hour will be charged for appointments cancelled within 3 working days of the planned clinic date
- Appointments cancelled within 24 hours of the appointment will be charged the full appointment fee.
- Appointments not attended will be charged for the full appointment fee.

**Autism Assessment** cancellation policy and fees:

- On cancellation of the autism assessment appointment, the 10% deposit of £305 is non-refundable.
- Families will be charged a £400 cancellation fee for autism assessments cancelled within 4 weeks of the appointment date. This is to cover room hire, work carried out prior to appointment and other costs that we incur even if your child is not seen by medical and clinical professionals.
- Families will be charged a £100 rearrangement admin fee for autism assessments rearranged within 4 weeks of the appointment date. This is to cover room hire, work carried out prior to appointment and other costs that we incur in the rearrangement of appointments.
- Families will be charged for the full assessment fee if the appointment is not attended. Families will need to re-book and pay for the new assessment including the 10% non-refundable deposit of £305.

### **Full Terms and Conditions:**

***Appointment Terms and Conditions*** (excluding Autism and ADHD diagnostic assessments):

- Families will be charged for the full appointment fee for appointments cancelled within 24 hours of the appointment.
- Families will be charged for the full appointment fee for appointments not attended.
- Families will be charged a cancellation fee of £50 per half hour for appointments cancelled within 3 working days of the planned clinic date **EXCEPT** for appointments cancelled within 24 hours of the appointment where families will be charged the full appointment fee.
- Families will be charged an admin fee of £50 for any changes to a follow up/repeat appointment within two weeks of the appointment.
- If Healthcare4kids Services Ltd has had to gather documents from ahead of a clinic appointment for your child's benefit and you then cancel the appointment, we reserve the right to charge an admin fee up to £250.
- We reserve the right to charge an admin fee of £250 if any documents, other than the ones we have requested, need to be reviewed and are excessive.
- Cancellations or appointment changes to be emailed to [admin@healthcare4kids.co.uk](mailto:admin@healthcare4kids.co.uk).
- Invoices are emailed 1-2 weeks after the appointment.
- Medical reports for any new patients, or any patients (new or existing) attending a Symptom Control appointment, will be processed and sent out only upon receipt of full payment of the balance for that appointment.
- Should you fail to pay your invoice within the permitted timescale of 14 days, we will be left with no option but to engage an agent to recover this debt. If we are to engage an agent you will become liable for an additional charge which will be calculated as up to 25% of the outstanding debt.
- Cancellation fees reflect unfilled spaces within clinics and the work involved to fill spaces at short notice.

***ADHD Diagnostic Assessment Terms and Conditions:***

- A non-refundable deposit of £100 is required to begin the ADHD assessment process. Feedback will not be requested until this has been paid.
- Families will be charged an admin fee of £50 for any changes to an ADHD diagnostic assessment within two weeks of the appointment.
- Families will be charged for the full appointment fee for ADHD appointments not attended.

- Families will be charged a cancellation fee of £50 per half hour for appointments cancelled within 3 working days of the planned clinic date **EXCEPT** for appointments cancelled within 24 hours of the appointment where families will be charged the full appointment fee.
- If Healthcare4kids Services Ltd has had to gather documents from ahead of a clinic appointment for your child's benefit and you then cancel the appointment, we reserve the right to charge an admin fee up to £250.
- We reserve the right to charge an admin fee of £250 if any documents, other than the ones we have requested, need to be reviewed and are excessive.
- Cancellations or appointment changes to be emailed to [admin@healthcare4kids.co.uk](mailto:admin@healthcare4kids.co.uk).
- Invoices are emailed 1-2 weeks after the appointment.
- Should you fail to pay your invoice within the permitted timescale of 14 days, we will be left with no option but to engage an agent to recover this debt. If we are to engage an agent, you will become liable for an additional charge which will be calculated as up to 25% of the outstanding debt.
- Medical reports will be processed and sent out only upon receipt of full payment of the balance for the ADHD Diagnostic Assessment.
- Cancellation fees reflect unfilled spaces within clinics and the work involved to fill spaces at short notice.

#### ***Autism Assessment Terms and Conditions:***

- A non-refundable 10% deposit of £305 is required to secure an autism assessment appointment. Failure to pay this deposit will result in the assessment appointment being offered to other families.
- Payment in full is required no later than 4 weeks prior to the appointment date.
- School and home feedback are required to be completed and returned no later than 4 weeks prior to the assessment date. If this is not received by this date, it may be necessary to rearrange your child's assessment.
- We reserve the right to charge an admin fee of £250 if any documents, other than the ones we have requested, need to be reviewed and are excessive.
- The £3050 fee covers an autism assessment only. Any follow up/repeat appointments after the assessment will be invoiced separately.
- On cancellation of the autism assessment appointment, the 10% deposit of £305 is non-refundable.
- Families will be charged a £400 cancellation fee for autism assessments cancelled within 4 weeks of the appointment date. This is to cover room hire, work carried out prior to appointment and other costs that we incur even if your child is not seen by medical and clinical professionals.
- Families will be charged a £100 rearrangement admin fee for autism assessments rearranged within 4 weeks of the appointment date. This is to cover room hire, work carried out prior to appointment and other costs that we incur in the rearrangement of appointments.
- Families will be charged for the full autism assessment fee if the appointment is not attended. Families will need to re-book and pay for the new autism assessment including the 10% non-refundable deposit of £305.
- If Healthcare4kids Services Ltd has had to gather documents from ahead of a clinic appointment for your child's benefit and you then cancel the appointment within 4 weeks of the appointment, we reserve the right to charge an admin fee up to £250.
- Should you fail to pay your invoice within the permitted timescale, we will be left with no option but to engage an agent to recover this debt. If we are to engage an agent, you will become liable for an additional charge which will be calculated as a minimum of 25% of the outstanding debt.

#### ***Financial Interests***

I am legally obliged to tell you if I have any financial interests in the venue where my clinics are held or any equipment there. I am a Director of Supersonic House Ltd which owns Supersonic House where my Leamington Spa clinics are held.

I look forward to welcoming you at my practice.

With all good wishes,

Yours sincerely

Dr. Jo Jones, Consultant Paediatrician.  
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