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Fee Transparency Letter

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

	Appointment Type	*Length of appointment*	*Fee*
Initial appointments	**General appointments per 30 mins (new patients only)**	30 mins	**£225**
	Symptom Control	60 mins	**£450**
	Combined Autism & ADHD Assessment	3 hours	**£3050**
	Adopted Child Specialist Assessment	3 hours	**£3050**
	ADHD Diagnostic Assessment	90 mins	**£1,100**
	ADHD Confirmation Appointment	60 mins	**£800**
	ADHD Research Chat (Mandatory psychoeducation session before starting ADHD medication)	3 hours	**£250** per family
	Dyspraxia Assessment (length of appointment required to be confirmed by the clinician)	30 – 60 mins	**£225 - £450** depending on length of appointment
Follow up appointments	**30 mins 6 monthly follow up (ADHD/General)**	30 mins	**£275**
	30 mins annual follow up	30 mins	**£325**
Administration	Shared Care Agreement (ESCA) set up	N/A	**£50**
	Additional Professional Letters	N/A	**£50 - £100** dependant on circumstances and length
	Forms completed by a professional	N/A	**£50 - £100** dependant 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.	N/A	**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. Combined Autism & ADHD Assessments and Adopted Child Specialist Assessments (including Autism) are exempt of this additional fee.
- Fees are subject to change without notice.
- Medical reports are written by the clinician following appointments and are included in the appointment fees.

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 a condition. These tests are not undertaken at Healthcare4kids Services Ltd and will need to be undertaken by your GP or private hospital and arranged by yourselves. The fees for those tests will be determined by the clinic or hospital, and they will charge you, or your private medical insurer directly. Healthcare4Kids Services Ltd are not responsible for tests undertaken or charged for by third parties.

Payment Terms

Invoices for Combined Autism & ADHD Assessments and Adopted Child Specialist Assessments (including Autism):

Invoices relating to Combined Autism & ADHD Assessments and or Adopted Child Specialist Assessments (including Autism) are required to be paid in full no later than 4 weeks prior to the appointment date.

All other invoices:

All other invoices must be paid within 14 days from the date of the invoice.

Payment types accepted:

We accept BACS, cash and credit/debit cards for most payments but please note, we are unable to accept American Express.

Medical Insurance:

We do not 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. Combined Autism & ADHD Assessments and Adopted Child Specialist Assessments (including Autism) 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.

Full Terms and Conditions:

Full Terms and Conditions for Combined Autism & ADHD Assessments and Adopted Child Specialist Assessments (including Autism):

- A non-refundable deposit of £305 is required to secure a Combined Autism & ADHD Assessment or Adopted Child Specialist Assessment (including Autism) 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 a Combined Autism & ADHD Assessment or Adopted Child Specialist Assessment (including Autism) only. Any further appointments after the assessment will be invoiced separately.
- 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.

Cancellation policy and fees for Combined Autism & ADHD Assessments and Adopted Child Specialist Assessments (including Autism):

Appointment cancellations or rearrangements to be emailed to admin@healthcare4kids.co.uk.

- Appointment rearrangements:
  - Families will be charged a £100 rearrangement fee for Combined Autism & ADHD Assessments or Adopted Child Specialist Assessments (including Autism) rearranged within 4 weeks of the appointment date.
- Appointment Cancellations:
  - On cancellation of a Combined Autism & ADHD Assessment or Adopted Child Specialist Assessment (including Autism), the 10% deposit of £305 is non-refundable.
  - Families will be charged a £400 cancellation fee for Combined Autism & ADHD Assessments or Adopted Child Specialist Assessments (including Autism) cancelled within 4 weeks of the appointment date.
  - Families will be charged for the full assessment fee if the appointment is not attended. Families will need to re-book and pay for a new 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.

Full Terms and Conditions for ADHD Diagnostic & Confirmation Appointments:

- A non-refundable deposit of £245 is required to begin the ADHD assessment process. The appointment will not be confirmed until this has been paid.
- 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.

- Invoices are emailed 1-2 weeks after the appointment.
- Medical reports will be processed and sent out only upon receipt of full payment of the balance for the ADHD Diagnostic or Confirmation 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 policy and fees for ADHD Diagnostic & Confirmation Appointments:

Appointment cancellations or rearrangements to be emailed to admin@healthcare4kids.co.uk.

- Appointment rearrangements:
  - Families will be charged a rearrangement fee of £50 for any changes to a follow up appointment within two weeks of the appointment.
- Appointment cancellations:
  - On cancellation of an ADHD Diagnostic or Confirmation Appointment, the deposit of £245 is non-refundable.
  - Appointments cancelled within 3 working days of the planned clinic date will incur a charge of £50 per 30 minutes EXCEPT for Appointments cancelled within 24 hours of the appointment which will incur a charge of the full appointment fee.
  - Appointments not attended will be charged for 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.

Full Terms and Conditions for all other appointments - excluding Combined Autism & ADHD Assessments, Adopted Child Specialist Assessments (including Autism), and ADHD diagnostic or Confirmation assessments:

- 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.
- Invoices are emailed 1-2 weeks after the appointment.
- Medical reports for any new patients, or any patients (new or existing) attending an ADHD Diagnostic or Confirmation appointment, or 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 policy and fees for all other appointments:

Appointment cancellations or rearrangements to be emailed to admin@healthcare4kids.co.uk.

- Appointment rearrangements:
  - Families will be charged a rearrangement fee of £50 for any changes to a follow up appointment within two weeks of the appointment.
- Appointment cancellations:
  - Appointments cancelled within 3 working days of the appointment will incur a charge of £50 per 30 minutes EXCEPT for appointments cancelled within 24 hours of the appointment, which will incur a charge of the full appointment fee.
  - Appointments not attended will incur a charge of 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.

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 clinics are held.

I look forward to welcoming you at Healthcare4kids.

With all good wishes,

Yours sincerely

Dr. Jo Jones, Consultant Paediatrician.
BSc Hons MBBS MRCP FRCPCH Dip Pall Med

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