

Terms and Conditions

Centre for Sight prides itself in providing phenomenal care along with an excellent experience for patients. These Terms and Conditions are to help you understand your care and what can be expected at Centre for Sight.

1. DEFINITION OF TERMS

1.1. "CFS" means Centre for Sight.

1.2. "Consultant" and "associate consultant" refers to doctors who have a consultant or associate consultant relationship with CFS. CFS provides integrated facilities (clinic, surgical, billing, administrative and advertising) for the consultant to undertake their private practice.

1.3. "Affiliated consultants" are consultants who only use CFS's medical and surgical facilities for their own patients and are independently responsible for communication, appointments, billing and after care.

2. CENTRE FOR SIGHT

CFS is an independent company that provides integrated facilities for the care of patients. Unlike a regular private hospital, to provide an enhanced patient experience, care within CFS is integrated from the first point of contact through to provision of information, appointments, outpatient care, surgical care, billing and after care.

3. CFS RELATIONSHIP WITH CONSULTANTS

3.1. The company depends on relationships with independent consultants (and associate consultants). CFS facilitates practice processes for the consultants (and associate consultants) by expertly taking care of all aspects of the practice allowing consultants (and associate consultants) to concentrate on what they know best which is to see patients in consultation and treat them medically and surgically.

3.2. CFS and its consultants (and associate consultants) act as a single economic entity providing care with an agreed price structure for self-funding patients and for care not covered by insurance. For private medical insurance, consultants (and associate consultants) are under different contracts with different insurance companies and terms and pricing will differ accordingly.

3.3. All consultants (including associated consultants and affiliated consultants) are professionally responsible for the care provided. Consultants are bound under their obligation to the General Medical Council (GMC) and by the GMC guidance "Good Medical Practice" http://www.gmc-uk.org/guidance/good_medical_practice.asp. CFS is not responsible for the advice, decision and treatment provided by the Consultant. CFS respects the relationship between the consultant and the patient.

3.4. CFS in providing practicing privileges verifies the qualifications of their consultants and ensures that they are registered on the specialist register with the General Medical Council. Consultants also undergo an annual appraisal and 5-year validation with the GMC and are independently indemnified / insured.

4. OUTCOMES AND WARRANTIES

4.1. Whilst the vast majority of patients obtain extremely good outcomes, there are, for biological reasons and others, where outcomes may be less than satisfactory. CFS will endeavour to provide the best outcome possible however there can be limitations where a patient's high expectations cannot be met. For this reason, CFS and consultants will not guarantee outcomes. CFS and consultants do not provide a "money back guarantee" nor a warranty of 100% perfection.

4.2. The outcome of medical and surgical care depends on a number of variables including the patient's individual response to treatment. Complications and adverse events can occur for a variety of reasons, including an unexpected response, reaction to medications, inflammation, infection, haemorrhage etc. This list is not exhaustive. Further intervention may be required and CFS will endeavour to keep any additional costs minimal. In advance of any surgery, your consultant will outline overall risks and specific risks to you where relevant.

4.3. Care outside of the inclusive follow-up period will incur a cost at the prevailing rate for a follow up consultation as per current CFS prices.

4.4. Care for an eye condition unrelated to surgery will also incur a cost at the prevailing rate for a follow up consultation as per current CFS prices.

4.5. Where there is no charge invoiced for 4.3 and 4.4, this is at the discretion of CFS and the consultant and future rights to charge are reserved.

5. CONSULTATIONS

5.1. SELF FUNDING (patients paying independently for their care)

5.1.1 Consultation fees are typically charged separately from investigations. The cost of the consultation and individual investigations are available from CFS and on the CFS website.

5.1.2. CFS understands the apprehension of patients when it comes to unpredictable healthcare costs. In an effort to keep care affordable and transparent to those who are self-funding, CFS provides bundled pricing for a number of conditions (UK only). These are **reduced bundled** prices and include whatever investigations that are felt to be necessary. This pricing does not include the provision of copies of scans and reports beyond a regular letter to the patient's General Practitioner or source of referral.

5.1.3. As a further commitment to keep pricing affordable, for **vision correction and cataract surgery** ideally 2 visits are required and if paid in advance will be charged at **£445.00**. For consultations with the Medical Director or same day consultations with investigations included, the patient will be charged **£495.00** (excludes second opinions, visual field tests and procedures).

5.1.4. For laser vision correction consultations, within a specific range and age group, a deposit of £500.00 towards the surgical procedure is required at the time of booking and a mutually agreed tentative date for the procedure will be provided. Should the patient found not to be suitable for laser eye surgery, this will be **fully** refunded. Patients are seen for an initial visit to have extensive investigations to determine suitability and for the laser. A consultation with the actual surgeon will be held on a separate date. Should patients wish to undergo the more lengthy option of having both investigations and consultation on the same day, there will be an additional charge of **£150.00** for the consultation. In the event that a patient is found to be suitable for surgery but decides not to proceed, a 50% refund of the deposit will be provided (**£250.00**). **Further visits may be required to treat any underlying conditions prior to surgery (e.g. dry eye). Additional required visits prior to surgery may at the discretion of CFS be charged at the rate of a follow up consultation.**

5.1.5. For follow-up consultations outside the relevant procedure bundle and inclusive follow-up period, the cost will be **£375.00**, and payment will be taken before seeing the consultant. If paid in advance of the visit, the fee will be reduced to **£325.00**. The fee includes consultation and the required investigations but excludes visual field tests and any procedures. If the actual charge is less because there were minimal or no investigations performed, the balance will be credited.

5.1.6. Full payment of all fees will be required in advance or on the day (prior to seeing the consultant).

5.2. CANCELLATIONS AND NON-ATTENDANCE

5.2.1. At CFS, there is a high demand for patient appointments and a cancellation at short notice or failure to attend affects our ability to serve other patients. We reserve the right to charge **£100.00** to all patients who fail to attend or cancel their appointment or follow-up appointments within 48 hours. Cancellations must be made by telephone on 01342 306020, by CFS Club Patient Portal or email admin@centreforsight.com

5.2.2. For those who fail to attend without prior notification, the cancellation fee will need to be paid in advance of booking a further appointment. In these instances, CFS reserves the right to collect consultation fees in full in advance of future appointments.

5.3. INSURANCE (UK ONLY – FOR INTERNATIONAL PATIENTS, SEE SECTION 6.3)

5.3.1. Patients are ultimately responsible for the costs of care whether insured or not. Patients have a responsibility to contact their provider to obtain pre-authorisation prior to their consultation if they would like CFS to bill the insurance company on their behalf. In the absence of proof of pre-authorisation, patients will be billed fully for the consultation and all investigations and provided with a receipt marked paid. Self-pay reduced bundle pricing does not apply to those intending to be reimbursed by their insurance company.

5.3.2. If the insurance company fails to pay the bill within 60 days, the patient or account holder will be liable to pay the balance that is due before being seen for any further appointments.

5.4. E-CONSULTATIONS

5.4.1. While e-Consultations are an option and used during the COVID19 pandemic, in the experience of CFS, they have not been altogether satisfactory. CFS is happy to provide the option of an e-Consultation in situations where attendance is not feasible due to a patient's geographic location.

5.4.2. An integral part of e-Consultations and our Telemedicine service is the CFS Portal. Our CFS Portal is fully GDPR compliant and is a secure method for two-way communication between patients, or those designated to send messages on their behalf.

5.4.3. While CFS takes every measure possible to ensure encryption and GDPR compliance, you are advised to use your own private device to hold an e-Consultation with us for your own safety and security. You are also advised to use your own home Wi-fi or internet connection, rather than one that is public.

5.4.4. e-Consultations are not intended to replace in-person consultations and examinations. They can be useful for initial assessments, but do not substitute for a face-to-face consultation combined with relevant examinations.

6. SURGERY

6.1. SELF FUNDING

6.1.1. Self-funding patients undergoing surgery will be charged a single "Global fee" which covers the facility fee, surgeon's fee, anaesthetist fee as well as prosthetics and ancillary requirements. The fee also includes a postoperative follow-up period of care which is defined based upon the procedure (please refer to point 6.7 Procedure Terms).

6.2. INSURED

6.2.1. Patients are ultimately responsible for the costs of care whether insured or not. Patients have a responsibility to contact their provider to obtain preauthorisation for the intended procedure. Patients must also find out the extent of the coverage by their insurance company as there may be an excess or shortfall to pay.

6.2.2. Surgeon fees for insured patients will be billed by the consultant and where applicable, shortfalls will be collected on behalf of the consultant.

6.2.3. Shortfalls are charged by some consultants who are not "fee-assured". The amount of shortfall will be determined by CFS on behalf of the consultant and payment of the shortfall will be required in advance of surgery.

6.2.4. For those wishing to undergo "Premium surgery" there will be an additional charge made by the consultant performing the procedure. This fee includes use of the laser facility, correction of astigmatism, high performance lens and the cost of top up laser refractive surgery and ongoing consultations and investigations in the event that this is needed following surgery. (The terms for enhancement laser refractive surgery are addressed in point 6.6.).

6.2.5. CFS will bill a facility fee to the insurance company where there is an agreement or contract with the insurance company.

6.2.6. In the absence of an agreement with the patient's insurance company, CFS will bill an all-inclusive global fee to the patient similar to self-funding patients to cover all costs along similar terms.

6.2.7. The anaesthetist, where required, will bill a separate fee directly to the patient or insurance company. The patient will ultimately be liable for the anaesthetist's fee and any shortfall.

6.2.8. Some insurance companies will not pay for an anaesthetist unless there are special circumstances which will require pre-approval. In the absence of preapproval, patients who wish to receive intravenous sedation monitored by a consultant anaesthetist will be required to pay a separate charge. CFS will bill for this on a separate invoice on behalf of the consultant anaesthetist. (See 6.2.10 below).

6.2.9. Post-operative consultations are important following surgery. The consultations and investigations will incur a charge. **Insured patients are responsible for finding out to what extent their insurance company covers postoperative consultations and are responsible for any shortfall in costs.**

6.2.10. SEDATION

For many patients, having eye surgery is daunting and can cause considerable anxiety. For this reason and to provide a pleasant experience, the vast majority of patients undergo intraocular surgery including cataract surgery under intravenous sedation administered and monitored by a consultant anaesthetist.

While sedation is included in the self-pay global fee care bundle, for those who are insured, the anaesthetist has to bill for this service separately, usually to the insurance company. However, some insurance companies will not pay for sedation unless there is a valid medical reason. If you would like to have sedation and have a specific reason why, e.g., anxiety, claustrophobia, Parkinson's disease, "white coat" Syndrome hypertension, ischaemic heart disease or any other reason, you should discuss this with your insurance company and have your GP as an independent and primary care provider certify that this is the case. Your insurance company will have to provide prior approval.

In the absence of such approval if you wish to have your surgery under sedation, this can be provided but there will be an additional charge of **£200.00** surgical case. Please inform us well in advance if you would like to have sedation administered so that arrangements can be made accordingly.

6.3 INTERNATIONAL PATIENTS

6.3.1. All international patients will be required to pay a deposit of **£1000.00** in advance to cover a new consultation and investigations. Should the consultation be cancelled, or visa denied, funds will be returned less a **£100** administration charge.

6.3.2. International patients intending to be reimbursed by their insurance company will be billed for the consultation and all individual investigations and provided with an itemised invoice and paid receipt and where relevant, for submission to their insurance company.

6.3.3. INTERNATIONAL INSURANCE - SURGERY

CFS regrets it is unable to invoice international insurance companies on behalf of the patient. For those with international insurance, a global fee for surgery without itemisation will be charged. Receipted invoices will be provided for submission to the insurance company.

6.4. PAYMENTS AND DEPOSITS

6.4.1. Deposits are required to guarantee a surgical date.

6.4.2. Deposits for surgery are not refundable for graft tissue (cornea, sclera, amniotic membrane) and lenses that have to be ordered in advance of surgery (includes Toric lenses, implantable contact lenses, special order lenses and bespoke manufactured lenses). Deposits are otherwise refundable if circumstances change, and the consultant feels that surgery is no longer necessary. Deposits are also refundable less an administrative fee of **£100.00** if a patient changes their mind about proceeding.

6.4.3. All outstanding payments or shortfalls are due 10 working days before the date of surgery.

6.4.4. RESCHEDULING SURGERY

Should surgery need to be rescheduled by the patient, CFS will, depending on the reasons provided, use their discretion, and keep any additional costs to the minimum.

6.5. FINANCE

6.5.1. Finance including 0% interest is available through a third-party financial services provider for selected self-funded procedures. Terms and conditions apply and are subject to change from time to time. Finance options are not applicable where a discount has already been applied. Full terms and conditions are provided by the financial services company and are separate to these terms.

6.6. LASER REFRACTIVE SURGERY ENHANCEMENT

6.6.1. For those seeking vision correction surgery, there are times when the vision may not be as good as expected as a result of an under or over-correction or change in power in the initial postoperative period. Should there be a significant residual correction within the postoperative period, then a laser enhancement will be provided by the consultant and CFS at no further charge.

6.6.2. There are instances when the surgeon will prior to surgery, consider that laser enhancement surgery is quite likely e.g., where astigmatism may not be fully correctible or if previous laser eye surgery has been performed. This will be discussed with the patient in advance and the cost of this if felt to be required in advance of surgery will be charged at CFS cost (50% of the listed price).

6.7 PROCEDURE TERMS

6.7.1. The self-funded bundled pricing will include a post-operative period of follow-up with your consultant. Please see below for the relevant time period for each procedure.

Cataract and refractive lens exchange	90 days
Corneal cross linking	60 days
Implantable contact lenses (ICL)	6 months
Intacs/Ferrara rings / Keranatural	60 days
Intralasik/PRK	12 months
Corneal/stem cell transplant procedures	60 days
All other procedures	60 days

7. CANCELLATION/RESCHEDULING DUE TO UNEXPECTED CIRCUMSTANCES

7.1. From time-to-time operations may need to be cancelled or rescheduled due to unforeseen circumstances such as illness, technological problems or for other situations that might arise that are out of our control. CFS will endeavour to do all it can to inform patients of any changes at the earliest opportunity. In these circumstances, CFS will not take financial responsibility for any loss of earnings or additional costs (flights, trains, hotels etc.) incurred by the patient. CFS will of course do everything possible to avoid situations where this might arise.

8. EXISTING PATIENTS

8.1. Patients seen within 24 months for the same condition will be charged as a follow-up consultation. If a visit is for a completely unrelated and new condition, then this visit will be charged as a new episode and consultation. All consultations more than 24 months after the last consultation will be treated as a new consultation and charged accordingly.

ZERO TOLERANCE to POOR BEHAVIOUR and SEXUAL HARASSMENT

Discriminatory and unacceptable behaviours can have damaging effects on the mental health and wellbeing of individuals and teams, which in turn can impact on patient care.

Centre for Sight endeavours to promote a safe and positive working environment. As an employer with a duty of care not just to patients but also to employees, Centre for Sight are committed to a zero-tolerance approach to abuse, bullying, harassment and discrimination at all levels within the working environment. We expect our staff to be treated with respect, civility, and in proper decorum along with compassion and inclusion. Centre for Sight therefore reserves the right to permanently exclude patients who habitually treat our staff and personnel in a poor manner.

We have a zero-tolerance approach to sexual harassment. We are committed to providing a safe and respectful environment for all individuals, free from harassment of any kind. Sexual harassment is not tolerated, and any such behaviour will be dealt with swiftly and appropriately. This applies to all employees, contractors, agents, clients, and any other individuals who interact with our organisation. We encourage anyone who experiences or witnesses harassment to report it immediately, and we will take all complaints seriously and ensure that they are addressed promptly.

As a world-class eye care provider, we focus on exceeding patient expectations, both in terms of outcomes and experience. We strive to provide phenomenal outcomes by customising patient care provision through continued education, team development and investment in technology. Patients and staff are treated with dignity and respect in a safe and friendly environment.

I have read, understood, and agree with the terms and conditions.

Patient Signature _____

Date _____



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