

### Terms of Business

#### (This document is available in other formats on request)

The Melbury Clinic Limited was established in 2002 and specialises in providing modern treatments for the full range of leg vein problems, and aims to provide the highest quality care to patients.

The VeinCare Centre is the trading name of The Melbury Clinic Ltd which the legal entity that is registered with The Care Quality Commission which carries out inspections at the clinic regularly. Furthermore, the Clinic is supported by a Medical Advisory Committee, members of which include several local clinical specialists and a senior clinical governance expert, as well as Clinic staff.

Several methods of treatment for varicose veins are available, all of them conducted under local anaesthetic on a 'walk-in walk-out' outpatient basis.

Colour duplex ultrasound technology has become an essential diagnostic tool, allowing the clinician - and the patient - to see and identify the underlying cause of varicose vein problems. At The VeinCare Centre, ultrasound imaging is used at every stage. This includes at the initial consultation for diagnosis to identify and locate problem veins, during procedures to guide and ensure accuracy of treatment, and at check-up appointments to confirm satisfactory abolition of the targeted varicose vein.

- 1 Up to 1 hour is allowed for an initial appointment with a consultant vascular specialist. This includes taking a medical history, conducting an ultrasound scan, discussion of the findings and recommendations for treatment. Clinical photographs may be taken with patient permission.
- 2 New patients are requested to bring with them a list of any medication currently prescribed for them by their family doctor, together with details of any allergies or serious illnesses.
- 3 Patients are respectfully requested to allow plenty of time for the journey to reach the Clinic. Being late for an appointment erodes the time allowed for it, and may result in the curtailment, cancellation or postponement of a treatment or meeting.
- 4 Patients are requested, if possible, not to bring to the Clinic children aged under 16 years, either when having a consultation or treatment.
- 5 Patients and visitors should be aware that CCTV operates outside the building, and in the waiting foyer.
- 6 There is no lift at the clinic, but disabled patients can be seen in ground floor rooms which are wheelchair accessible, with a wheelchair available.
- 7 A hearing aid loop is available on request for patients with reduced hearing – hearing aid users should turn their aid to position T.
- 8 Illuminated magnification is available on request for patients with reduced vision.
- 9 Using ultrasound techniques, treatment plans are tailored to each patient's individual requirements, often involving a combination of procedures.
- 10 A summary of the meeting, including recommendations for treatment plan and associated fees, are set out in writing in a letter following a consultation and scan.
- 11 Patients are responsible for reading and understanding information literature provided to them by The VeinCare Centre prior to consenting to undergo treatment.

#### 12 PRIVATE MEDICAL INSURANCE

The Melbury Clinic is recognised by all the main UK medical insurers. Patients intending to fund their treatment using insurance are advised to contact their insurer at an early stage to obtain approval, including authorisation code or number.

This information should be provided to The Melbury Clinic in advance of all consultation or treatment appointments, otherwise The Melbury Clinic reserves the right to consider the activity to be self-funded, and issue invoices accordingly.

Unlike all-inclusive package arrangements offered to self-paying patients, separate invoices will be raised in respect of all visits by insured patients. These are usually submitted electronically direct to the insurer.

#### 13 FEES FOR SELF PAYING PATIENTS

We undertake to be clear and open about our charges, with no surprise or 'add on' chargeable extras. Our fees are published in our patient information brochure, which can be found on our website. The Clinic reserves the right to alter fee structures without notice.

The fee for an initial consultation is not deductible from future treatment costs.

Written quotations for treatment are valid for 90 days.

Fees include clinical staff, equipment, consumables including compression stocking(s) required at the time of treatment, and the planned 30 minute follow-up appointments at 6 weeks and 6 months after treatment.

Small procedures which are part of the overall treatment plan are often conducted at planned follow-up appointments. These are included in the original fee quotation. *This does not include microsclerotherapy treatment for thread veins.*

Also included in quoted fees is access to telephone support and advice, as well as any unscheduled appointments if they are necessary, up until 6 months after treatment.

#### 14 PAYMENT

We respectfully request payment at the time of booking or at least 3 weeks in advance of treatment, whichever is the earlier. We accept payment by cheque or credit/debit card. We regret we do not accept American Express or Diners Club cards.

## 15 TREATMENT

We ask you to bring your compression hosiery to all follow-up appointments, so small treatments can be carried out if indicated. The Clinic reserves the right to raise a charge for additional hosiery.

We undertake to abolish the refluxing vein identified by duplex ultrasound at initial consultation. If it is not, as demonstrated by ultrasound at 6 week or 6 month check-ups, we will treat again at no additional charge.

Once treatment has commenced it must be completed, including follow-up appointments, within 6 months.

Failure by patients to keep to this schedule (eg. by postponing or re-arranging appointments) may result in new charges being made for appointments needed to complete the treatment programme.

No additional charges will be made for an appointment rescheduled at the request of the Clinic.

## 16 DURING TREATMENTS

We restrict the persons present whilst procedures are being conducted in our treatment room to the patient and members of staff only. For consultation appointments, patients may be accompanied by a friend or family member if desired, but see also paragraph 3 above.

## 17 RETURNING PATIENTS

Returning patients who have not been seen for more than 1 year either after an initial consultation or after completion of treatment (ie. more than 6 months after their last follow-up appointment) will be considered to be new patients. Full charges will apply, including for a consultation and scan, and any subsequent treatment. Please see AVC scheme.

## 18 ANNUAL VEIN CHECK (AVC MEMBERSHIP SCHEME)

Patients who have completed their planned varicose vein treatment programme (including routine check-ups at 6 weeks and 6 months) are invited to join the Annual Vein Check Scheme (AVC Scheme). The AVC subscription becomes due on the anniversary of the start of treatment. ie. 6 months after completion of treatment and follow up appointments. Please ask for an information leaflet.

## 19 FOAM SCLEROTHERAPY

Up to 3 treatments are usually needed for each leg, each of 1 hour duration. These appointments must be separated by 2 to 4 weeks

## 20 MICROSCLEROTHERAPY FOR THREAD VEINS

Thread veins are treated after any underlying reflux has been resolved. Microsclerotherapy is used and this treatment is not included in our other fee packages. Charges are made per session and are in addition to fees paid for other treatments.

Fees for microsclerotherapy do not include for hosiery, which we respectfully request patients obtain in advance. We recommend a website [www.daylong.co.uk](http://www.daylong.co.uk) where a range of hosiery from several different manufacturers is available. Quoting MELB2017 at check-out generates a 10% discount on purchases.

Generally 1 to 3 treatments are required, each of up to 1 hour duration. Treatment appointments must be separated by 6 to twelve weeks. Each treatment appointment must be followed 2 weeks later by a short review appointment.

If within 2 years of completing a course of thread vein treatment new thread veins appear, patients can be seen and treated at the prevailing sessional charge rate.

Returning patients after more than 2 years has elapsed since completion of course of treatment will be considered to be new patients, and full consultation and scan is required before any treatment.

## 21 TELEPHONE CONSULTATION

Occasionally a request is made by a new enquirer to have advice from a vascular specialist in a telephone discussion. These require a diary appointment of 30 minutes. Patients must call the Clinic at the time agreed. A charge of £100 is made, payable in advance.

## 22 BEHAVIOUR OF STAFF AND PATIENTS

All persons contacting or visiting The VeinCare Centre will be treated with courtesy, respect and dignity at all times. Failure in this by staff will be considered under The VeinCare Centre's disciplinary policy.

The VeinCare Centre expects the same high standards of courtesy from its visitors and patients. Incidents of rude or abusive behaviour will result in The VeinCare Centre giving consideration to the withdrawal of future care or services to that person.

## 23 COMPLAINTS

Anyone who has used the services of The VeinCare Centre can comment or complain. This could be directly to an appropriate member of staff or, if the problem cannot be resolved, in writing to the Clinic Manager at the address above. If a patient makes a complaint it will be investigated thoroughly in accordance with the Clinic's complaints policy. This policy is available on request and can be found on our website.

## 24 REFUNDS

The Melbury Clinic and VeinCare Centre does not provide refunds in respect of services or treatments that have been delivered. The Clinic and the clinicians cannot guarantee a specific cosmetic outcome or to abolish all or any specific symptoms. Complications are associated with any medical intervention, and the Clinic undertakes to remedy or mitigate these wherever possible should they occur.

## 25 FORCE MAJEURE

If we are unable to perform due to circumstances beyond our control, we may suspend our service while those circumstances exist.

## 26 CANCELLATION POLICY

Patients are asked to notify the Clinic as soon as possible if they decide not to go ahead with treatment, or if they are not able to keep their reservation. Charges are made for cancellations as follows:

Cancellation up to 2 weeks prior to treatment:	No penalty
Cancellation 7 to 14 days prior to treatment:	10% of total treatment fees charged
Cancellation 6 to 2 days prior to treatment:	25% of total treatment fees charged
Cancellation 1 to 0 days prior to treatment:	100% of total treatment fees charged

With the exception of sickness, for which a Doctor's Medical Certificate is required, these rates apply to all cancellations, including for patients funded by private medical insurance. **Private Medical insurers are unlikely to provide reimbursement for cancellation fees.** In the unlikely event that treatment is rescheduled by the Clinic due to staff sickness or other circumstances beyond our control, we will do our best to identify the next available date convenient for both the patient and Clinic. However, in these circumstances we do not offer a cancellation discount.