

The Hearing Clinic: Patient Information Sheet

Welcome to The Hearing Clinic. You may find it helpful to read through the following information which will explain how we will work with you to meet your expectations.

Arrivals

If it's your first time here, we recommend that you arrive 10 minutes prior to the appointment.

Confidentiality

Please be assured that all information provided by you during your care is classified as confidential and note the information below regarding data protection issues.

Whilst we generally recommend parents accompany minors during any treatment sessions, minors (like adults) have a right to confidentiality which must be respected. We therefore recommend that children and adolescents attend their initial assessment having 'actively decided' they wish a parent to accompany them.

Data Protection

In order to provide you with hearing services and products we may need to record and process details of your case, which may include your personal and/ or sensitive data.

We are committed to protecting and respecting your privacy and will only process your personal information in accordance with our Privacy Policy, a copy of which is available upon request and which can also be found on our website at www.thehearingclinic.co.uk/privacy

One lawful basis for processing your information which we rely upon is patient consent. We would therefore be grateful if you would read the attached Consent Form and tick the boxes where you are happy to provide your consent, before signing, dating and returning the Consent Form to us.

Please speak to us regarding consent for processing of personal and/ or sensitive data for those under [16] years of age so that we can explain how we deal with this.

Complaints procedure

If you have a complaint, we would be more than happy to listen and act accordingly. We would hope to be able to resolve the problem with you directly and always welcome comments that might improve our patient care.

Fees

Payment can be made by cash, cheque or credit/debit card on the day of the appointment. Direct settlement of your account by your insurers can be arranged. However, be aware that some conditions may not be covered, especially when specifically excluded by your insurers as a pre-existing condition. Insurance details need to be provided prior to the initial consultation and any excess on your policy needs to be paid in full by you. The patient always remains responsible for the account in the event an insurer fails to pay.

Please note that in some cases, a deposit may be asked for to safeguard your appointment. This will be deducted from your final payment.

Cancellations

We would also respectfully like to remind all patients (insured and uninsured) that cancellation of appointments must be made at least 24 hours in advance. Failure to do so may result in you incurring a charge.

Access

Please let us know prior to your appointment if you require assistance with wheelchair or other disability access in order for us to ensure that you have a comfortable and convenient arrival.

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