

ONE Hatfield Hospital
Hatfield Avenue
Hatfield Business Park
Hatfield
Hertfordshire
AL10 9UA
UNITED KINGDOM

01707 443333

Date: 07/07/2020

Dear

We are delighted to inform you that a consultation has been arranged for you with Mr Yegappan Kalairajah in the Outpatients Department at ONE Hatfield Hospital on:

Date:

Time:

Please attend this appointment alone. If you need assistance our clinical team will be happy to help you.

On arrival at the Hospital report to our Main Reception desk. You will be provided with a face mask to wear during your appointment. Your temperature will be checked before any appointment takes place.

Outpatient Appointment

As part of One Healthcare admissions policy we request all our patients provide us with credit card details, which will be securely held on our database during your episode of care. This is to enable easy payment of any outstanding accounts owed to One Healthcare for any treatment or investigations that you may receive.

This letter sets out some important information that I am required by law to provide to you. This is for your information only and is not a bill. As this includes information about your consultant charges, if you do not have private medical insurance but someone else will be paying your bill, you may wish to pass a copy of this letter to them. Please note that even if someone else is paying your bill or you have private medical insurance, you are responsible for paying any charges which they do not pay.

Consultation Fee

The fee for an initial consultation will not exceed £220 and the fee for any follow-up consultation will not exceed £150. These estimates are correct as at the date of this letter.

Following your consultation you may need certain tests (such as blood tests or imaging, for example an X-ray, MRI or Ultrasound) to diagnose your condition. The fees for these tests are set by the hospital. Please also be aware that any procedure performed by a consultant in clinic will be invoiced to yourself or your private medical insurer by both the hospital and the consultant.

If there are any fees that the consultant will charge in relation to any of the tests that are advised, your consultant will make you aware of those.

Private Medical Insurance

If you have private medical insurance, please contact your insurer before your consultation, to check the terms of your policy, particularly the level and type of outpatient cover you have, including any reimbursement limits on individual consultation fees.

Please note you are responsible for any fees not covered by your insurer.

Quality Information

You can compare independent information about the quality of private treatment offered at the hospital and other private healthcare providers from the Private Healthcare Information Network (PHIN) website: www.phin.org.uk.

If you require any further information, or you need to reschedule this consultation please contact a member of our Reservations Team on 01707 443333 . When contacting the hospital, please quote your patient ID which is:

We look forward to welcoming you to One Hatfield Hospital.

Yours sincerely

Your upcoming appointment/admission to One Hatfield Hospital Important Information on Coronavirus (COVID-19)

As the situation with coronavirus continues to develop we are keeping our advice and information up to date to ensure the safety of our patients, staff and the consultants that work with us.

We are currently following Public Health England (PHE) guidance, which currently states:

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature
- sore throat

If you have symptoms of coronavirus infection (COVID-19), however mild, please do not attend your hospital appointment or surgery.

For the foreseeable future, we are limiting the amount of visitors to the hospital, we apologise for any inconvenience this may cause.

- Outpatients/Physiotherapy/Radiology – if you are able to attend alone please do so, if not, only bring one person to accompany you.
- Surgery – we ask that no visitors attend our wards unless prior arrangements have been made with the nurse in charge.

If you have any concerns or questions then please visit our website

<https://www.onehealthcare.co.uk/hatfield/coronavirus-advice/> and complete a contact form and we will respond as quickly as we can. If the matter is pressing please contact the hospital on **01707 862403** to speak to a member of staff.

Andy Wood
Managing & Hospital Director

16 March 2020