



WATERFRONT

PRIVATE HOSPITAL

SELF-PAY SURGERY – YOUR PACKAGE

Updated Jan 2024

YOUR PACKAGE INCLUDES

Before your admission:

- Pre-operative assessment before admission, if necessary

During your hospital stay:

- Hospital stay and meals
- Nursing care and facilities
- Theatre fees, drugs and dressings
- Consultants' fees for the operation
- Prosthesis such as breast implants
- Pathology and histology (you will be informed if this is required)

After your discharge:

- Take-home drugs for up to 14 days after discharge and antibiotics for the prescribed period (if required)
- One post-operative consultation if required by your consultant (unless indicated otherwise)
- Removal of stitches, dressings or plaster if required and any ongoing wound care
- Treatment for any clinical complications (see below)

YOUR PACKAGE DOES NOT INCLUDE

- Diagnostic tests or services required before your pre-operative assessment or admission, whichever is first
- Your initial consultation fee, which is separate
- Convalescence and treatment provided after your consultant has advised that you are fit for discharge
- Personal costs such as telephone, newspapers and visitor's meals

Waterfront Private Hospital, 1 Waterfront Park, Edinburgh EH5 1SD
hello@waterfronthospital.co.uk | 0131 376 3785

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Members of



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- Medication prescribed after you have been discharged from the hospital (other than take-home drugs)
- Ambulance fees if transfer required
- Any cost not specified as included

TERMS AND CONDITIONS

ADMISSION

- The hospital reserves the right to refuse a patient's admission for any reason.
- The hospital reserves the right to determine the patient's admission date and, if necessary, change the date of admission. Prior notice will be given whenever possible should your admission date need to be changed.
- Costs incurred that are not included in the package price will be charged at the hospital's standard rates.

OUTPATIENT SERVICES

- Outpatient services included in the package must be received at the hospital where you had your operation.

WRITTEN QUOTATION

- Your consultant and their secretarial staff will give you a written quotation for the package price of your treatment after your consultation.
- This package is only available when you have obtained and accepted a written quotation from the hospital before admission.
- The package's quoted price is valid for ninety days from the date of issue. A booking for the surgery must be made within this period (unless stated otherwise)
- The quotation is subject to change depending on the results of your pre-operative assessment. The hospital reserves the right to withdraw the quoted price at any time before surgery.

CONSULTANT'S FEES

- All Consultants are self-employed and provide their services directly to the patient.
- The Consultant's fees for the operation and follow-up consultations are included in the quoted price, and the hospital acts as their agent in collecting them. On rare occasions, the Consultant and the hospital may invoice you separately, but the total will not exceed that shown on the quotation.

PAYMENT

- Payment must be made in full before admission. The hospital reserves the right to refuse admission to a patient who has not paid in full.
- Payment may be made using most credit and debit cards or by bank transfer. Cash payments are not accepted.

WHAT HAPPENS IF I DECIDE NOT TO GO AHEAD

- If you decide not to proceed with your Treatment Package, you will need to pay for the care you have received up until the point of cancellation. This will be charged at Waterfront Private Hospital Ltd rates, but you will not have to pay more than the Fixed Price in relation to items included in the Fixed Price. We reserve the right to charge a cancellation fee (see below) if you cancel your treatment within 7 days of a scheduled appointment or admission date.
- If you have already paid for your treatment package, we will refund your payment minus any amount you owe the hospital and the consultant. Please note that we will only pay any refund (by cheque or electronic transfer) to the cardholder or person who made the original payment. We do not pay cash refunds.
- Note that if your consultant cancels your Treatment Package because they consider it is not in your best interests for medical reasons, and you have already paid for your Treatment Package, we will refund your payment. Note that you will only be required to pay for any Care included in the Treatment Package you received at the point of such cancellation.

WHAT HAPPENS IF I SUFFER COMPLICATIONS (see separate section on cosmetic complications below)

- While the Hospital and your Consultants will do their best to ensure a satisfactory outcome, no clinical procedure is entirely risk-free, and the results of any treatment cannot be guaranteed completely. You can find treatment summaries containing information on a range of treatments, including common complications, on the Waterfront Private Hospital website at www.waterfronthospital.co.uk
- Your Fixed Price includes the cost of treating, at the hospital, any clinical complications identified by your Consultant as arising directly out of the treatment you received as part of your Treatment Package, provided that you have followed the advice of your consultants and any other medical professionals involved in your care (and that for all Cosmetic Treatment Packages, the date your Consultant identifies any clinical complication must be within 12 months of your original treatment date).

WHAT HAPPENS IF I'M UNHAPPY WITH THE OUTCOME OF MY COSMETIC TREATMENT PACKAGE?

- Suppose your consultant agrees that the aesthetic outcome of your cosmetic treatment was not in line with the expected outcome discussed and documented with your consultant before your treatment. In that case, your Fixed Fee will include the cost of one episode of aesthetic revision treatment so long as you notify the hospital in writing within 12 months of your original treatment date. If you are unhappy with the outcome of any episode of aesthetic revision treatment, then any further treatment will not be included in your Fixed Price.
- Treatment for clinical complications and aesthetic revisions includes any consultations and outpatient or day-care treatment that your consultant says you need and that the hospital can provide. Where we cannot treat your clinical complications, you agree that your GP or the NHS may provide appropriate follow-up care. Waterfront Private Hospital Ltd shall not provide replacement prostheses required for normal wear and tear or any non-medical, at-home, domiciliary or other long-term care that may be required.

CANCELLATION FEES

- We reserve the right to charge a cancellation fee if you cancel any appointment with Waterfront Private Hospital Ltd within 7 days of your scheduled appointment or admission date. A cancellation fee may be based on any care you have received up to the point of cancellation and any other reasonable costs incurred by the Hospital. Your Treatment Letter may also set out any specific cancellation fee for your Treatment Package or care.

YOUR PROPERTY

- Hospitals can be busy environments. While we will take all care to ensure the safety of your belongings, Waterfront Private Hospital does not accept any responsibility for the theft, loss of, or damage to any of your or your visitors' property.

YOUR CONTRACT WITH WATERFRONT PRIVATE HOSPITAL LTD

- By signing the Registration Form, you agree to be bound by these Terms. If there is any conflict between these Terms and the Treatment Letter or Registration Form, these Terms will take precedence. If there is any inconsistency between the Contract and any marketing material, the Contract will take precedence. Waterfront Private Hospital Ltd may update these Terms occasionally; however, any changes will only apply to any new episode of Care or new Treatment Package you receive,

and you will be asked to agree to any new Terms before they become effective for you. Note that any new Terms will not apply to any Treatment Package partway through when the Terms are changed.