

What you can expect from your initial consultation with Dr Brinda Paramothayan

Your initial consultation will consist of a detailed assessment which will involve talking only. The purpose of this assessment is to build up an accurate picture of your concerns and needs in order to help aid a diagnosis and make recommendations on further management and treatment.

Consultation Fee

My fee for an initial consultation will not exceed £800.00 and my fee for any follow up consultation will not exceed £250.00. These estimates are correct as at the date of this letter. Should you cancel your appointment with less than 24 hours' notice, a cancellation fee of 50% of the appointment fee may be charged.

Following your consultation, you may need certain tests (for example, blood tests or an ECG) to help me manage your condition. If the test is undertaken by Orchard Clinic or a private hospital, the fees for those tests will be determined by the clinic or hospital and charged to you separately. You will then pay the clinic or hospital direct.

Cancellation Policy

We require at least 48 hours' notice if you wish to reschedule or cancel your appointment or procedure without charge. For appointments on a Monday, we must receive notification before 11am on the preceding Thursday. For cancellations with less than 24 hours' notice or if you do not attend your appointment, a cancellation fee of 100% of the appointment charge at the self-pay rate will be charged. For cancellations with more than 24 hours' notice but less than 48 hours' notice, a cancellation fee of 50% of the appointment charge at the self-pay rate will be charged.

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.

Lateness Policy

All clinic appointments with Dr Brinda are booked in fixed time slots. You will be advised at the outset how long each appointment will require.

We do understand that on occasion patients may be late for an appointment, however it will be your responsibility to contact us to inform us if you are unable to meet your appointment time through: Email: pa@orchard-clinic.co.uk or telephone: 0203 198 3100.

As we run a busy clinic, there is very little room to accommodate late comers. Please be aware if you are late, you will be charged for the full appointment time. Dr Brinda makes every effort to be punctual with appointment times, but on occasion may be delayed. However, we will ensure to take responsibility and offer your full appointment time.

Telephone Enquiries

Due to our appointment structure, it is not usually possible for Dr Brinda to take on the day telephone queries. In case of an urgent request, Dr Brinda may be able to make some

adjustments to speak with a patient. Please note that Dr Brinda does not provide an emergency service at any time.

If it is a serious medical matter that requires **urgent medical attention please contact emergency services on 111, 999 or the South West London Mental Health Crisis Line on 0800 028 8000.**

Complaints Policy

If there is any problem with the services that we provide, please contact us and tell us as soon as reasonably possible, and we will investigate the problem under our complaints procedure and notify you in writing of the outcome. Every complaint is acknowledged within two working days. All complaints are then investigated and responded to in writing within 28 days of being made. We do try in every instance to meet this 28 day time frame, however if for any reason there is a delay with this process, we assure to notify you of this and keep you updated with the progress of the investigation. All complaints are reported to the Registered Manger, Dr Heather Mays, Orchard Clinic who is responsible for following through complaints for the company. In addition to this, complaints are also reviewed within our Clinical Governance Committee meetings, in order to improve the quality of service provided to our patients.

Data Protection & Cookies

Cookies are small data files transferred to your computer's hard drive through your web browser to enable our systems to recognise your browser and to provide us with details of how our website is used. A cookie does in no way or form give us access to your computer or any personal information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Please note that we do not directly harvest or take the data from the website.

Carebit

The database that we use to register and hold patient information is Carebit.

Squarespace

We use Squarespace as a method of passing on your inquiries to individual practitioners. The link to the terms and conditions of Squarespace is: [https:// www.squarespace.com/terms-of-service/](https://www.squarespace.com/terms-of-service/) We do not buy and sell information from third parties and will not pass on details without your consent, except in an emergency situation. Data Portability/Information Sharing

Upon registration with us at the Orchard Clinic, we will from there on keep a record of any non-medical details, such as your name, address, date of birth, telephone(s), email address(s). This information will be stored on our secure data base. These details will be stored uniquely for administrative and accounting purposes only. Any clinical data stored on our secure data base will be strictly exclusive to Dr Brinda who has sole access. In some cases, patients may be seeing more than one therapist or clinician and may want to share details of their sessions with others that are dealing with their care. Patients have the right to request that we share your details with another practitioner, however we follow strict guidelines when sharing

information and can only fulfil this request with written and signed confirmation from the patients themselves, clearly stating their consent.

Appointments

Dr Brinda's secretary is responsible for booking appointments and will be your main point of contact. On occasion Dr Brinda may book in patients directly. We will work hard to ensure that all bookings are taken accurately, and that patients are aware of their appointment times, due to the large number of patients we deal with, human error or miscommunication may arise on occasion resulting in errors with appointments. If it is a fault of our own, we will of course take full responsibility and waive any appointment charge.