

Terms & Conditions

What You Can Expect From Your Initial Consultation With Dr Morris Zwi

Dr Morris Zwi's secretary will provide you with a 60-minute initial consultation; the purpose of this session is to get to know your child and their developmental history as well as answer any questions or concerns you may have. The initial session is usually followed-up with another 60-minute consultation which usually for assessment. Assessment and diagnosis can take up to three, one-hour sessions. Dr Morris Zwi will provide an initial assessment in the form of a GP letter (or parent letter, copied to the GP, if preferred) and follow up letters to GP as needed.

Fees And Charges With Dr Morris Zwi.

Self-Pay

Dr Morris Zwi accepts clients that self-fund their treatment; the cost of an initial consultation is £400.00, and any follow up consultation will be charged at a fee of £350.00 for 60 minutes and £200 for 30 minutes.

Dr Morris Zwi's fees will be paid through Mr Pete Crutchley of Medical Healthcare Management, who will contact you following each appointment.

Clients are responsible for all fees and are liable for the full cost of any appointment that is missed or failed to cancel

without giving 2 working days' notice, apart from in exceptional circumstances.

Private Medical Insurance

Dr Zwi no longer accepts medical insurance.

Dr Morris Zwi's additional fees

For letters, reports or any other documentation requested outside of an appointment will be charged for separately at the usual fee of £350.00/hour or any part thereof.

A £25 fee will be charged for any repeat prescription requested of Dr Morris Zwi at a time other than during a consultation.

Cancellation Policy

If you should need to cancel your appointment, we require at least 2 working-days' notice before of your appointment time, otherwise you may be liable to a cancellation fee.

Cancellation fees are charged at the cost of a full consultation of £400.00, £350.00, or £200.00.

We do make an exception to accidents and sudden illnesses; although it will be your responsibility to notify us or you may still incur a cancellation fee.

Lateness Policy

Dr Morris Zwi's face-to-face appointments at the Orchard Clinic take place on Mondays. Dr Morris Zwi's Zoom only

appointments take place on Wednesdays. All clinic and Zoom appointments with Dr Morris Zwi are booked by fixed hourly or half an hour time slots. While we understand that patients may be late for an appointment, it is your responsibility to inform us if you are unable to meet your appointment time through:

chloe@morriszwi.co.uk

or

mzwi@doctors.org.uk

It is your decision whether you wish to still attend the appointment, however we cannot adjust to the appointment time. Please be aware that if you would like to attend the appointment due to lateness, you will still be charged for the full consultation.

Dr Morris Zwi will always endeavour to be punctual with individual appointment times, but on occasion may be delayed in a consultation. If this does occur, we take full responsibility and will ensure you receive your full appointment time.

Telephone Enquiries

In some cases patients may wish to consult with Dr Morris Zwi by telephone to discuss treatment plans, a change in circumstances, or any other health related queries that may arise. Due to our appointment structure with clients that have already pre-booked their appointments, it is not usually possible for Dr Morris Zwi to take telephone queries. All telephone queries should be booked with a minimum of at least 24 hour's notice, and this will be subject to availability. Time spent communicating through phone consultations will be charged- for at the usual fee of £350/hour or any part

thereof. If it is an serious medical matter that requires urgent medical attention please contact emergency services on 111 or 999 as Dr Morris Zwi does not have the capacity for urgent consultations.

Email Enquiries

We do understand that for a vast number of patients, emailing may be the most convenient method of communication to use when contacting Dr Morris Zwi or secretary. Although we have taken internal measurements to protect the confidentiality of our patients, please be aware that emails are not a completely secure method of communication, and we recommend that you refrain from disclosing any sensitive or confidential information through email. Should you choose to email Dr Morris Zwi's secretary, in providing your email address, you acknowledge this and consent to us contacting you by email.

All contact should be made directly through his secretary at:

chloe@morriszwi.co.uk

Dr Zwi cannot enter into lengthy email correspondence or telephone consultations outside of booked appointments. Time spent communicating through email/phone will be charged- for at the usual fee of £350/hour or any part thereof.

Due to the Dr Morris Zwi's schedule we do require at least two weeks notice for any emails requesting information. We do also take into account that some requests for information may be time sensitive, we advise that you email us with the exact details of what you require and the date and time you need this by to ensure we are given as much time and information as possible to meet these requests.

Complaints Policy

If there is any problem with the services that we provide, please contact us and tell us as soon as reasonably possible. 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 Manager, Dr Heather Mays, 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

Cliniko

The database that we use to register and hold patient information is Cliniko which is an encrypted site in Australia. The link to the terms and conditions of Cliniko is:

<https://www.cliniko.com/policies/terms>

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/>

We do not buy and sell information from third parties and won't pass on details without your consent, except in an emergency situation.

Google Drive

We use Google Drive sheets as a method of holding patient information and passing payment data over to Mr Pete Crutchley, at Medical Healthcare Management. The link to the terms and conditions of Google Drive and privacy policy is:

<https://support.google.com/drive/answer/2450387?hl=en-GB>

<https://support.google.com/docs/answer/10381817?hl=en-GB>

Data Portability/Information Sharing

Upon registration with us, we will from there on keep a record of any non-medical details, such as; your child's name, address, date of birth, telephone(s), email address(s), GP address(s), School details, insurance details. This information will be stored on our secure data base, Cliniko and Google Drive. These details will be stored uniquely for administrative and accounting purposes only.

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 Morris Zwi's secretary is responsible for booking appointments and will predominately be your main point of contact. On occasion Dr Morris Zwi may book in patients directly or near the end of your consultation. To prevent any mistakes with appointment bookings, we provide an email of confirmation upon your request. This will include details of your appointment including the date and time. Please note all new patients who have booked in their initial consultation will receive an appointment confirmation with details of our address, practitioner, date and time, new patient documents and a summary of some of our policies.

Although Dr Morris Zwi and his secretary 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 with errors with appointments. If it is at fault of our own, we will take full responsibility of this and waive any appointment charge. We will also make every effort to book you in for the next most convenient appointment. We do understand that mistakes may also be made at the fault of a patient, resulting in missed appointments. Although we do have some leniency towards this it is likely that a full cancellation fee will apply.

The Right To Be Forgotten

Under Article 17 of the GDPR, it is an individuals right to have their personal data erased. The right to erasure is also known as 'the right to be forgotten'. Please be aware that this right is not absolute and only applies in certain circumstances. In order to gain an understanding of your rights in more depth you can visit: <https://www.eugdpr.org/the-regulation.html>

Information Requests

Under the practice of the GDPR, individuals have the right to obtain access to their personal clinical information. Dr Morris Zwi can arrange to provide copies of documents held electronically. In line with the practice of GDPR copies will be provided free charge for you.

Disclaimer

Dr Zwi will endeavour to meet and provide an exceptional level of psychiatric care for you. He will strive to provide you with the most appropriate treatment plan to suit to your needs, this may be adjusted where necessary to ensure you receive the best quality of care possible.

Dr Zwi aims to see patients as often as is required and will advise you on what he deems appropriate based on your individual needs. Regular reviews may be advised to promote the consistency and progression of your child's treatment; however, we appreciate that this is dependent on your individual circumstances.

Many (but not all) GPs are willing to agree to Shared Care regarding medication management. This is generally arranged once the treatment has first been stabilised by the consultant.

The GP expects the consultant to review the patient regularly, at an absolute minimum of an annual review.

Please be aware that Dr Zwi reserves the right to change and increase his consultation fee at any time, with one month's notice. Should there be an increase in his fee, and you have not attended a consultation for over six months from the date of your last appointment, the new consultation fee will be applicable to you and any old rates will be overwritten. Your next appointment and any follow up appointments will from then on be charged in accordance with the new consultation fee.

Our Responsibility For Loss Or Damage Suffered By You

Please be aware that we cannot accept responsibility for loss or damage to any personal belongings you have brought with you to the Orchard Clinic.

We recommend that you do not bring any valuables with you and any loss or damage to this will be at your own risk.

Under the guidance of the Care Quality Commission and Health and Safety at work etc Act 1974 we ensure that we are compliant with their fundamental standards. We take all the appropriate measurements in protecting our patients and ensure our premises are safe and secure at all times. The Orchard Clinic undergoes a number of risk assessments, which are updated when due to ensure the safety of our building in varying situations. Under the Health and Safety (First-Aid) Regulations 1981 we have installed the adequate and appropriate equipment, as well providing sufficiently trained

and competent first-aiders in the event of an accident and emergency.

If you have experienced any damaged caused to you inside the premises of the clinic or at fault of a members of staff, please report this to us and we will ensure to undergo a full and thorough investigation. In line with our company's complaints procedure, all investigations will be acknowledge within two days and responded to 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 will ensure to notify you of this and keep you updated with the progress of the investigation.

Please note that we are not liable to accept any blame or responsibility for damage or injury caused outside the premises of Orchard Clinic.

Contact

Orchard Clinic

89 St Margarets Road Twickenham TW1 2LJ