

Terms & Conditions

What You Can Expect from Your Initial Consultation With Dr Sudipta Sen

The initial zoom consultation is with parents or carers in order to have a comprehensive history and background information without the presence of the child or the young person. This would ensure effective communication of key issues, which can then be highlighted or prioritised during face-to-face consultation later. The background information will form an integral part of the final report.

Fees And Charges with Dr Sudipta Sen

Self-Pay

Dr Sudipta Sen will accept patients that are self-funding their treatment. If you are a self-funding client, the cost of a standard initial consultation (via Google meets) and in-clinic consultation/assessment is £600.00. However, fees vary depending on assessment type, please visit Dr Sudipta Sen's webpage for a full breakdown of fees.

Dr Sen's fees will be paid through Mr Pete Crutchley of Medical Healthcare Management, who will contact me following each appointment. Clients are responsible for all fees. Insured clients need to be aware of charges not met by insurance and are responsible for fees not covered.

Private Medical Insurance

If you wish to claim for treatment through your health insurer, please contact your insurer prior to your initial appointment. Insured clients need to be aware of charges not met by insurance and are responsible for fees not covered. It is also your responsibility to notify us if there are changes to your policy that might affect or impede your child's consultations.

Dr Sudipta Sen is accredited by several insurers, you can access this information on the Orchard Clinic website. If your insurer is not listed as Dr Sudipta Sen's accredited insurance companies, you will need to query this with your insurance providers prior to booking your appointment.

Dr Sudipta Sen may be required to provide a report or complete an insurance claim form for your insurer. Dr Sudipta Sen will be happy to provide this free of charge if requested during a consultation. If requested at any time outside of a consultation an additional fee of £50.00 will be charged. Please request this through:

chloe@sudiptasen.co.uk

Due to Dr Sudipta Sen's schedule we do require at least two weeks' notice.

Excess Fee

Some policies may have an excess fee, that you will need to settle with your insurance company. We recommend that you review this with your policy holder beforehand. Please be aware that any outstanding payment will need to be settled as per the protocol for self-funding patients.

Cancellation Policy

If you should need to cancel your appointment, we require at least 2 working-days' notice (or 3 working-days' notice if having an ADOS appointment) 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. Please be aware if your insurance is paying for your child's sessions, they may not pay for cancelled or missed appointments; this can vary with insurance policies and so we recommend that you contact your insurance provider prior to your child's appointment. If your insurance provider does not cover cancellation fees, you will be responsible for settling any cancellation charge incurred.

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 Sudipta Sen's Zoom only appointments take place on Thursdays. Dr Sudipta Sen's face-to-face appointments at the Orchard Clinic take place on Saturdays. All clinic and Zoom appointments with Dr Sudipta Sen are booked by fixed two-hourly, 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@sudiptasen.co.uk

or

sendrsudipta@gmail.com

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 Sudipta Sen 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 Sudipta Sen 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 Sudipta Sen to take telephone queries. All telephone queries should be booked with a minimum of at least 24 hours' notice, and this will be subject to availability. In a case of an emergency, Dr Sudipta Sen may be able to make some amendments to speak with a patient, however if it is a serious medical matter that requires urgent medical attention, please contact emergency services on 111 or 999.

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 Sudipta Sen or secretary. Although we have taken internal measurements to protect the confidentiality of our clients, 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 Sudipta Sen or secretary, we cannot be held responsible for what you choose to include in your email or any problems with you emails.

All contact should be made directly through her secretary at:

chloe@sudiptasen.co.uk

Dr Sudipta Sen may not always be able to review and respond to any emails prior to the consultation and we are unable to provide set response times due to the demands of the clinic. Due to Dr Sudipta Sen's schedule, we do require at least two week's 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 Dr Sudipta Sen.

Data Protection & Cookies

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 wont 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>

Dict8

Dr Sen uses Dic8 to transcribe her written reports. Dict8 is a UK based medical transcription service which also is largely used for NHS dictations as well as private practice.

All data is sent to and from the DICT8 servers via HTTPS, encrypted (256-bit using a 2048 bit key) and verified (digitally signed).

<https://www.dict8.com/security>

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. 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 Sudipta Sen's secretary is responsible for booking appointments and will predominately be your main point of contact. On occasion Dr Sudipta Sen 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 Sudipta Sen and her 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 client's 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 Sudipta Sen 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

In keeping in line with the British Psychological Society (BPS) and The Health & Care Professions Council (HCPC) once a relationship has been established between consultant and patient from the point of your initial consultation, Dr Sudipta Sen will endeavour to meet and provide an exceptional level of care for you. She will ensure to provide you with the most appropriate treatment plan catered to your needs, this may be adjusted where she feels necessary to ensure you are receiving the best quality of care possible.

Dr Sudipta Sen aims to see patients as frequently as required and will advise you on what she deems appropriate based on your individual needs.

Please be aware that Dr Sudipta Sen reserves the right to change and increase her consultation fee at any time, with one month's notice. Should there be an increase in her 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 always safe and secure. The Orchard Clinic undergoes several 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 acknowledged 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