How can I help reduce healthcare associated infections?
Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that you, and anyone visiting you, use the hand sanitiser available at the entrance to every ward before coming into or after leaving the ward. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser. Staff will let you know if this is the case.

www.buckshealthcare.nhs.uk
Follow us on Twitter @buckshealthcare

Contact Details
Should you have any queries or require any further information please do not hesitate to contact us as follows:

Private Patients Officer on 01296 315131

Head of Private Patients and Overseas Visitors on 01296 315585
Thank you for choosing to have private healthcare at Buckinghamshire Healthcare NHS Trust. This leaflet is designed to answer any questions you may have.

**Undertaking to Pay**
You have an obligation to meet the fees for the professional service your Consultant provides and for the service provided by the Trust for the whole of the episode of care, either as an out-patient, a day case or an in-patient. This includes any tests, diagnostic procedures and treatments prescribed by your Consultant.
You will need to complete and sign an ‘Undertaking to Pay’ form prior to any procedure or episode of care. This form is the financial agreement between you and the Trust.

**Health Insurance**
If you have health insurance you must include these details on the ‘Undertaking to Pay’ form – if these details are not included the Trust will invoice you directly. You should contact your health insurer prior to any procedure or episode of care and obtain a pre-authorisation number. Should an insurance company refuse to pay an invoice or if there is a shortfall we reserve the right to invoice you directly.

**Invoices**
Invoices do not always include professional fees and these may be charged separately.
Full details of payment methods are on the reverse of all invoices. Payments may be made by: BACs, Bank Transfer, Cheque, Cash, Credit/Debit card.

**Change of Status**
All patients whether NHS or Private have a right to change their status from NHS to private and vice versa.

If you wish to change your status from Private back to NHS you may do so on completion of a ‘Change of Status Form’ which is available from the Private Patients Office.

A patient may only change status once per episode of care. If you have chosen to change to NHS you cannot change back in the same episode of care. You may only change status after the consultation, treatment or tests have been completed for a visit and not mid way through a visit.

If you do change status you are still liable for the charges incurred for treatment while categorised as private.