

OUTPATIENT GUIDE

**General Information
for patients, relatives
and carers**

bupacromwellhospital.com



Welcome to Bupa Cromwell Hospital

Thank you for choosing Bupa Cromwell Hospital, where we are committed to providing the most effective and highest quality healthcare for our patients. We do this through investment in state-of-the-art equipment, having highly trained clinical and support service staff, and by attracting leading consultants and doctors recognised for excellence in their specialist fields. We are currently undertaking an exciting redevelopment project, which includes a significant further investment in the latest clinical equipment along with five-star upgrades to many patient areas.*

This leaflet contains important information about your visit to the hospital. If, after reading it, you have any outstanding questions, please call the Appointments team on +44 (0)20 7460 5700.

**This work has been meticulously planned to cause the minimum disturbance. However, inevitably, some areas will be affected from time to time. Notices in the hospital will explain the work we are doing and staff will do their utmost to ensure your visit runs smoothly.*

Your appointment

What to bring with you:

- A referral letter from your GP (if you have one)
- Copies of previous scans or test results that may be relevant
- Your medical record number (MRN) if you have one from a previous visit
- A credit or debit card – we ask **all** patients to bring this (see the ‘Paying for your consultation or treatment’ section for more details)
- If you are using medical insurance, your membership number and an authorisation code
- A letter of guarantee (sponsored patients)

Transport

The hospital is a short walk from Earl’s Court, High St Kensington and Gloucester Road tube stations. It is also on the number 74 bus route. If you are driving, you will find us on the A4 road into London from the M4. There is no parking at the hospital but there are a number of car parks close by and parking meter spaces on the neighbouring roads. The map on the back of this leaflet will give you more details.



Arriving at the hospital

When you arrive, please come to the welcome desk, unless your appointment letter gives you other directions. Our reception staff will be pleased to direct you to the relevant registration area. Please arrive no later than 15 minutes before your appointment so that we can complete your registration form with you.

Diagnostic tests

Any pre-planned diagnostic tests will generally be done before you see your consultant. If you need any tests done as a result of your consultation, you may be able to have these done on the same day, depending on the type of test.

Getting your results

Your consultant will talk to you during the consultation about when your results will be ready and how you will get them.

Pre-admission clinic

If you need to be admitted to the hospital your consultant may suggest that you attend our adult pre-admission clinic. At this clinic all necessary tests and paperwork will be completed in advance, ensuring a smoother admission on the day that you come into hospital. For your safety, the hospital screens to ensure that patients are free from MRSA before admission. This simple nasal swab screening test can also be done in the pre-admission clinic.

You may be able to get an immediate appointment in the pre-admission clinic, or you can make an appointment to return on another day by calling +44 (0)20 7460 5989.

Rescheduling or cancelling your appointment

If you need to reschedule or cancel your appointment, please call the Appointments team on +44 (0)20 7460 5700 as soon as you can. If possible, please give 48 hours notice so that we can advise your consultant.



Paying for your consultation or treatment

All patients

We ask all patients to provide credit or debit card details at registration. Your card will be used to settle any outstanding charges after your appointment (for example, costs not covered by your insurance or medicines/supplies from the pharmacy). The consultant will bill you separately for his or her services. This bill may be sent directly to your insurance company/sponsor or to you personally. Your consultant's secretary will be able to advise you on this.

Insured patients

If you have medical insurance then you will need to contact your insurance company before coming to the hospital. They will tell you whether your policy will cover the cost of your consultation or treatment. At registration we will need the name of your insurance company, your membership number and a claim number or authorisation code. Please note that you may need to contact your insurance company more than once to ensure any additional tests and scans recommended by your consultant are covered.

Self paying patients

We will ask you to pay your account at the time of your appointment. We accept Visa, Mastercard, American Express, Diners or Switch. If you have a question about the amount you will be charged, please speak to one of our Outpatient Coordinators who will be able to advise you on the hospital fees.

Embassy/company sponsored patients

Please bring your letter of guarantee with you.

If you have any questions about the financial aspects of your visit please contact the Business Office on +44 (0)20 7460 5770.



Services available

Refreshments

Caffè Dallucci in the main reception area serves hot and cold drinks along with a selection of sandwiches, pastries, savoury snacks and confectionery. We also have a restaurant, on the lower ground floor, which offers hot and cold meals.

Pharmacy

The hospital pharmacy is on the ground floor and is available to fill outpatient prescriptions, as well as offering a range of over-the-counter medicines and remedies.

Interpreters

If you need an interpreter please contact our International Patient Centre on +44 (0)20 7460 5660 or email ipc@cromwellhospital.com

Taxis

A taxi can be booked for you at the welcome desk.

Other information

Your feedback

We aim to provide the highest standards of care and service. Your opinions and comments are extremely valuable in helping us to identify areas where we've got things right and areas where we need to improve. You will find copies of our *How to make a comment or complaint* leaflet in the main reception area. Following your outpatient appointment, we will also send you an invite to complete an online patient satisfaction survey.

Patient confidentiality and medical records

Everyone at the hospital has a legal duty to keep information about you confidential. You can find out more in our *Using your information and keeping it confidential* leaflet. If you wish to obtain a copy of your medical record then please see the *How to access medical records* leaflet. This information is also available on our website.

Safeguarding our patients

Our staff have been trained in safeguarding adults and children from abuse. If you have any concerns about abuse or suspected abuse, please speak to a member of staff.

Care Quality Commission (CQC)

We are inspected regularly by the CQC. You can find a copy of the most recent inspection report on their website www.cqc.org.uk.

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