
REQUEST FOR YOUR CREDIT/DEBIT CARD DETAILS



Why do we ask for your credit/debit card details when you arrive at the hospital?

We ask that all patients provide a credit/debit card to ensure that any outstanding charges are handled quickly and efficiently so that you won't have to worry about settling your bill at the end of your visit. This process is common practice with private hospitals throughout London.

I have private medical insurance, why do you need my credit/debit card?

You should always contact your insurer to check that you are adequately covered. Some people find that they are not fully covered by their insurance policy. This is usually due to the policy having an excess or because certain investigations or treatments are not covered due to an annual limit.

Please note that catering for guests, pharmacy items prescribed privately during out-patient visits, take home prescriptions or physiotherapy aids are not covered by most insurers, unless otherwise noted in your policy.

How much will I have to pay?

We will generally be able to inform you of these charges before you leave the hospital, and the card registered with us debited for this amount on your discharge. Please note that this will not include your consultant's fee, which will need to be paid separately.

A detailed invoice for any additional costs incurred will be sent to you shortly after your visit or at a later date if there is an insurance shortfall.

When will payment be taken?

Payment will be charged automatically to your credit or debit card on discharge. Any late or additional charges to this will be processed 14 days from the date the letter was sent to you in the post.

You will have 14 days from the date of this letter to query this outstanding payment before your card is debited.

If you have a question or complaint regarding the charges made to your credit/debit card

Please contact our Billing Team on 020 7460 5955.

We will work to resolve all queries before your card is debited.

What happens if I don't have a credit/debit card?

You will be asked to pay any outstanding charges before you leave the hospital.