



Referre
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Ref: SG/LB

Terms and conditions for Psychiatric Services provided by Referre Ltd

Applicable from April 2018

Please note these terms and conditions replace any that were previously issued.

Acceptance of a service will lead to the assumption that these T&Cs have been read and accepted

Fees

The current charge for psychiatric consultation is £210 per hour.

You will be billed for face to face contact and the administration in preparing reports.

Consultations

Those paying directly

- New patients will generally be offered a consultation of 60 minutes allowing further time for the administration relating to the session (note completion, assessing questionnaires, report writing).
- Follow up consultations will generally be of 45 minutes with 15 minutes allowed for the administration relating to the session (note completion, report writing).
- Shorter consultations can be negotiated, for example when just meeting to review medication.

Those paying through Insurance Companies

- When an insurance company is paying the consultation will be at a pro rata rate. For example BUPA pays £200 for a first meeting and £150 for a follow up consultation. This allows for 45 minutes consultation with 12 minutes administration for new cases, and subsequent consultations of 35 minutes with 8 minutes for the administration relating to the session.

Investigations

After an initial meeting your psychiatrist may ask for some investigations, which could include

- blood tests; and
- the completion of questionnaires that will need analysing and, where appropriate, scoring.

Blood tests

Wherever possible we will ask GPs to organise blood tests. However, in the event that they cannot we will be able to put you in touch with a private provider who can perform the required tests.

Questionnaires

To cover the extra time in analysing investigative questionnaires we have a standard charge of **£120.00 per questionnaire**. For those who are being seen through insurance cover you may need to negotiate the payment of the investigations with the company you are registered with.

Invoicing and Payment

Those paying directly

- Fee notes will be issued in advance for payment by the date of the consultation. Our preference will be for payment by BACS and settlement to be two days day before the session. When making a BACS payment we ask you to reference it with the fee note number, so that your child's confidentiality can be protected. If you cannot pay by BACS we will also accept cheques or cash on the day. Instructions on how to make payment will appear on all fee notes.

Please note we do not accept card payments at Litfield House.

Those paying through Insurance Companies

- **It would be helpful if you could let us know in advance if there is to be an excess payable by you.**
- We will issue fee notes for any of the fee that the insurance company does not settle. Our preference will be for payment by BACS (as detailed above). Instructions on how to make payment will appear on all fee notes.

We are very sorry but failure to settle any fee note will mean that we will be unable to offer further appointments until settlement is made.

Non attendance

We have costs that are not flexible. Without notice we cannot fill vacated appointments so we charge for non attendance. At a Director's discretion this fee may be waived.

Those paying directly

In the event of non attendance by a patient who is paying directly we will not issue a non attendance fee but expect settlement of the already issued consultation fee. **No further appointments will be offered until the settlement is made.**

Those paying through Insurance Companies

In the event of non attendance by a patient who is paying through an insurance company we will issue an invoice to the company for the service provided. This will cover the time allocated for the consultation and associated administration. **No further appointments will be offered until the settlement is made.**

Cancellations

As we have costs that are not flexible & without notice cannot fill vacated appointments we charge for late cancellation. At a Director's discretion this fee may be waived.

We ask that wherever possible cancellations are made in writing by email to Lucy Bateman lucy@referre.co.uk. It would be helpful if you could let us know the reason for the cancellation. If you cannot email and have to get in touch by telephone a note will be made of the time your call was received. **We are very sorry but we cannot receive emails or phone calls at the weekend.**

Charges for cancellation are as follows:

More than 48 working hours (Monday to Friday)

No charge

Within 48 working hours (Monday to Friday) of the appointment

£157.50.00 (New) /£210.0 (FU)

Cancellation charges made for insurance company funded cases will be charged at 50% of the rate the insurance company pays for assessment and follow up appointments.

Within 24 working hours (Monday to Friday) of the appointment

£315.00 (New) /£210.00 (FU)

Cancellation charges made for insurance company funded cases will be charged at 50% of the rate the insurance company pays for assessment and follow up appointments.

If it is possible for us to fill the slot vacated by your cancellation no fee will be charged.

Cancellations made by Referre Ltd will not incur a charge.

Out of clinic services

Where

- we are asked to, or need to, provide additional services (such as liaising with schools, reading reports provided as background, preparing extra reports and attending meetings) a charge will be made pro rata for the time spent. Travel mileage to and from meetings will be charged at **£0.45** per mile.
- insurance companies request extra reports a charge of **£100.00** will be made to the policy holder.
- we are asked for reports to support travel or other activities a standard charge of **£160.00** will be made.

Private Prescriptions

A charge of **£25.00** will be made for any private prescription issued.

Administration and Access to notes

- Where requests are made for copies of documents a charge of **£80.00** will be levied.
- Where requests are made for access to notes there will be a charge of **£110.00**