

Swallow Diagnostics: Terms and Conditions

Our priority at Swallow Diagnostics is to provide all patients with the highest quality personalised Speech and Language Therapy assessment and intervention service. These Terms and Conditions are aimed to provide additional peace of mind. If you have any comments, please contact us at Swallow Diagnostics.

Definitions

In terms and conditions, 'we' and 'us' means: Swallow Diagnostics. A company registered in UK, No: 15949801.

Swallow Diagnostics includes swallowdiagnostics.co.uk.

'You' refers to any patient or user of our services.

Data Protection & Confidentiality

Swallow Diagnostics complies with the Data Protection Act 2018. Any details you provide when making an enquiry to Swallow Diagnostics will be stored in line with the Data Protection Act.

By sending us your medical details, you consent and accept that it may be necessary at times for us to forward these clinical details electronically to specified General Practitioners, Medical Consultants or other Speech and Language Therapists.

FEES assessments are recorded as standard to ensure playback can be performed for reporting purposes. These videos will be saved on a password protected monitor and will not be passed on to a third party without prior consent.

Documents relating to care episodes are kept on password protected devices for 8years in keeping with the 2023 Records Management Code of Practice. Videos may be deleted prior to this time period in the event that the written account is a true reflection of the video content.

Where you request clinical information from us concerning services at Swallow Diagnostics, this will be transmitted back to your email address unless you explicitly request that we convey this through another medium, e.g. by post. Swallow Diagnostics makes every effort to ensure its internet infrastructure is secure, but takes no responsibility for transmitting data electronically.

General Terms and Conditions

All prices quoted on our website are subject to change.

Costs are outlined ahead of assessment and payment is required within 7 days of the scheduled appointment.

We reserve the right to charge interest on any invoices which remain unpaid beyond the due date.

Mileage - 45p per mile (starting from GU1) per attending therapist. For journeys taking longer than 30 minutes there would be an hourly rate applied of £50 to account for the therapist time in transit.

If you decide not to go ahead with an assessment, you may contact us at any time to cancel. We reserve the right to charge a cancellation fee of £250.00 if you cancel your treatments within 48 hours of a scheduled appointment.

If your Consultant or Speech & Language Therapist cancels your appointment because they consider it is no longer in your best interests due to medical reasons and you have already paid, we will refund your payment.

Payment

Where an invoice has been issued, we accept payment by:

- Instant Payment Link
- BACS transfer;
Account Name: Swallow Diagnostics
Sort-code: 04-06-05
Account number: 24816403
- Cash payment can be accepted
- Cheques are **not** accepted as a payment option currently

Complaints

Please discuss all complaints or concerns with Swallow Diagnostics in the first instance. If we are unable to resolve the concern then please contact the Royal College of Speech and Language Therapists.

Website Terms and Conditions

Swallow Diagnostics has made all reasonable efforts to ensure that the contents of this website are true and accurate in all material respects. Swallow Diagnostics will not be liable for any errors within the content of the website.

The information within the website is for general guidance only and does not constitute any medical advice. Patients/users should contact swallow diagnostics directly for any advice concerning assessment or specific matters before making any decisions.