



ATHOL HEALTH

PRIVATE GENERAL PRACTITIONERS

Terms and Conditions

Introduction:

Athol Health

Address: 4 Upper Church Street, Douglas IM1 1EE

Telephone: +44 (0)7624 465292

Email: admin@atholhealth.com

Welcome to Athol Health. These terms and conditions govern your use of our services and our website, atholhealth.com.

Mission Statement: Athol Health has been established to provide private family medical services. Patients are at the heart of every decision. There will be a charge for the service and patients will be able to book an appointment online at a time that is practical for them. Athol Health will run alongside NHS care and will communicate effectively as needed with the NHS General Practice. The service will complement NHS care. Patients are instructed not to de-register from their NHS GP's but to use both services as and when required.

All our doctors are registered with the General Medical Council and the practice with the Registrations and Inspections Team. Our doctors all hold valid licenses to practice as General Practitioners (GPs). Our doctors undergo annual appraisals and participate in ongoing medical education and revalidation as required by the General Medical Council. Additionally, all our doctors have appropriate and valid medical malpractice indemnity insurance with approved UK medical defence organizations.

Core values - Caring - Compassion - Excellence - Communication - Respectful - Trustworthy

1. Services Provided:

Please read these important terms and conditions carefully before commencement of your care, treatment, diagnosis, or other services we provide to you. Athol Health offers a range of medical services including general consultations, wellness screenings, and specialised treatments. Please note that certain services may have specific terms.

Services to be aware of that are not provided:

- Emergency services, except in unusual situations. In extenuating circumstances Athol Health would provide emergency care until such time as statutory services took over.

- Athol Health has no contract to provide any local enhanced services as defined in the Manx Care GP contract.
- Athol Health can only provide services that the medical staff are trained to do.
- Aesthetic procedures.
- Register patients for full GMS care.

2. Wellness Screenings:

Athol Health offers comprehensive wellness screenings to assess your overall health and identify potential health issues early. These screenings may include history and examination, blood tests, and other diagnostic procedures. Results will be discussed with you during a follow-up consultation or phone call.

3. Appointments and Cancellations:

Patients are required to schedule appointments in advance. Cancellations must be made at least 24 hours before the appointment. Late cancellations or no-shows will incur a cost depending on the cost of the original appointment, for example:

Fifteen minutes - £90

Thirty minutes - £150

One hour - £240

We request that you notify us as soon as possible if you are unable to attend an appointment. Please note, we cannot be held responsible and will not refund any costs incurred in attending an appointment, such as transport or accommodation.

If, for any unforeseen reasons, we decide that you can no longer receive any ongoing care from us, we will let you know as soon as possible and provide reasons for our decision. We will charge you for all care that you have received up until the point that we notify you, but you will not be charged for anything after this point. If we must cancel an appointment, we will let you know as soon as reasonably possible and provide you with an alternative date and time for your treatment. If it is not possible to reschedule your appointment, we will refund you any amounts already paid for the appointment.

4. Patient Responsibilities:

Patients must provide accurate and complete medical history and follow prescribed treatments. Failure to do so may affect the quality of care.

5. Confidentiality and Privacy:

Athol Health is committed to protecting patient privacy in accordance with GDPR and other relevant laws. Patient information will be kept confidential and used only for medical purposes.

6. Payment Terms:

Payment is due before the appointment and can be easily facilitated via the online payment and booking system on our website. We accept the following payment methods:

- Debit Cards
- Credit Cards
- Bank Transfers

For specialised services and any individual packages of medical support, our fees will depend on your bespoke requirements. If agreed the cost of the wellness screens or packages

can be fixed for a 12-month period and then reviewed. However, if you request further investigation or a course of treatment over time, we may provide you with an estimate of costs for your care. Please note that it is not always possible to give an exact estimate for your care, and the total cost may depend on several factors, including any other conditions you may have.

Late payments may result in additional charges.

7. Chaperone Policy:

Patients who wish to have a chaperone present during their appointment must inform Athol Health at the time of booking. This ensures that appropriate arrangements can be made.

8. Liability:

Athol Health will not be liable for any indirect, incidental, or consequential damages arising from the use of our services, except as required by law.

Our services are designed to support you in your personal capacity and are not intended for business or commercial use. If you choose to use our services for business or commercial purposes, please understand that we cannot be held responsible for any loss of profit, business, business interruption, or business opportunities.

9. Complaints:

To complain about the service, you have received please email admin@atholhealth.com or call the practice directly (telephone: +44 (0)7624 465292).

Making your complaint to Athol Health in no way prejudices your right to complain to the Regulations and Inspections Team if your complaint is not resolved to your satisfaction. The manager oversees the complaint's procedure. Your complaint should be submitted as soon as possible after the event giving rise to the complaint, within 28 days if possible or at least within 6 months. The manager will then ensure that all relevant details are recorded and arrange for the complaint to be investigated. We aim to report back to you within 28 days. If this is not possible, the reason for the delay will be explained to you and you will be given a revised date for the completion of the investigation. If, following Athol Health's explanation, you remain dissatisfied, you have the right to complain to the Regulations and Inspections Team: Registration and Inspection Team:

1st Floor Belgravia House,
34-44 Circular Road Douglas I
M1 1AE
Telephone: +44 1624 642422
Email: Randl@gov.im

10. Dispute Resolution:

Any disputes will be resolved through mediation in accordance with the laws of the Isle of Man.

11. Governing Law:

These terms and conditions are governed by the laws of the Isle of Man.

12. Changes to Terms:

Athol Health reserves the right to update these terms and conditions. Patients will be notified of any changes via email from admin@atholhealth.com.

13. Acceptance of Terms:

All new patients are required to read and confirm acceptance of the terms and conditions. Confirmation can be provided in writing via email to admin@atholhealth.com. If written confirmation is not provided for any reason, then on commencement of the wellness screening, the patient agrees to the terms and conditions of this agreement. The patient is required to respond in writing (via email) if they do not agree to the terms and conditions of this agreement.

14. Behaviour:

It is always requested that your behaviour towards others is polite and respectful. Should your behaviour be deemed offensive or inappropriate, we reserve the right to remove you from the practice with immediate effect.

Each patient is responsible for their own behaviour, and we will not be held responsible for the behaviour or actions of any other patient.

15. Errors and Inaccuracies:

There may be information within our website which contains typographical errors, inaccuracies, or omissions relating to the service delivery, or pricing. We reserve the right to correct or amend any errors without prior notice.

16. Test results

Blood and other testing sample often need testing at third party laboratories. By agreeing to undergo investigations, your details and samples will need to be shared with a third party.

We understand that delays can be frustrating, and we want to assure you that we will do our best to minimize any delays caused by events outside our control. If such an event occurs and delays the provision of your test results, we will take reasonable steps to reduce the impact. While we cannot be held responsible for any costs, expenses, or other losses you might experience due to these delays, we are committed to helping you as much as possible. If there is a risk of a significant delay, you are welcome to contact us to discuss ending the contract and receiving a refund for any services you have paid for but not yet received.

The return of samples to the testing laboratory might be influenced by factors beyond our control. We cannot be held responsible for any delays in the transportation of the samples. Including delays of the samples are being transported by Royal Mail or other carriers, even if a tracked or guaranteed delivery service is used.

17. Manx Care

Please understand that third parties, including your Manx Care General Practice, are not obligated to follow any instructions or recommendations provided by our doctors.

18. Further Investigations

To help diagnose and create a treatment plan, your doctor might recommend further investigations. These investigations, which could include blood tests, urine tests, swabs, X-rays, or ultrasounds, will be on a private, fee-paying basis. For blood tests, urine analysis, and swabs, payment is required upfront before the specimen is collected. For imaging like X-rays and ultrasounds, payment will be made directly to the private provider performing the imaging, as outlined by your doctor. Once the investigation is done, it's important that you follow up with the doctor at a convenient time, either face-to-face during a follow-up appointment or over the phone.

While you are not obligated to pay for any further investigations, please understand that by choosing not to proceed with a recommended investigation, you agree to release us and the doctor from any liability arising from the initial consultation.

If further investigations are recommended but you are unable or do not wish to pay, we advise you to consult your Manx Care General Practice. Please be aware that your Manx Care General Practice is not obligated to carry out any investigations recommended by our doctors.

19. Further Treatment

Your doctor may refer you to a specialist on a private, fee-paying basis. If you have private health insurance, this may be covered under your policy. It is your responsibility to check with your insurance provider whether the cost of further referral and investigation is covered. If you do not have private insurance, you can still be referred to a specialist on a private, self-pay basis. You will be responsible for arranging your private appointment with any specialist for further treatment.

You are not obligated to pay or use health insurance, but if a specialist referral is recommended and you choose not to seek private care, you agree to release us and the doctor from any liability related to your initial consultation.

If onward referral is recommended by the doctor but you are unable or do not wish to pay, we advise you to consult your Manx Care General Practice. Please be aware that your Manx Care General Practice is not obligated to fulfill any referral or treatment recommended by our doctors.

In some cases, the doctor may recommend follow-up appointments to monitor your response to treatment or to discuss investigation results. While you are not obligated to attend these follow-ups, please understand that by choosing not to, you release us and the doctor from any liability related to your initial consultation.

20. Data Retention:

Atthol Health retains patient data in accordance with GDPR and other relevant laws. Patient data will be stored securely and only for as long as necessary to provide medical services and comply with legal obligations. Patients have the right to request access to their data and request its correction or deletion, subject to legal and medical requirements.