

PREMIUM CARE BENEFITS FOR PRIVATE PATIENTS



Setting the standard for private healthcare



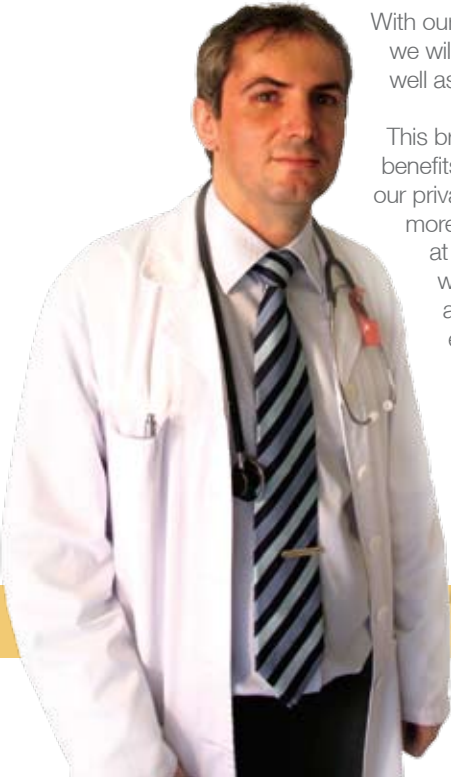
PREMIUM CARE

Our commitment to you:

Premium Care at Ramsay represents the very best in private healthcare. We combine high quality clinical care, in a clean and modern environment, with the flexibility of a personal service tailored for your needs.

With our Premium Care service we will treat you like a guest as well as a patient.

This brochure introduces the benefits of Premium Care for our private patients. Healthcare is more than just clinical services, at Ramsay you can be sure we have paid attention to all the details to make your experience with us as pleasant as possible.



Premium Care: Setting the standard for private healthcare



WHO IS ENTITLED TO PREMIUM CARE?

Patients with private medical insurance

If you have a private medical insurance policy and wish to attend a Ramsay facility you must check with your insurance company prior to attending to ensure your policy covers you for the condition in question, and to gain an authorisation code.

The level of cover varies between different insurers and this should be checked directly.

Fixed Cost Care for self-funding patients

Our Fixed Cost Care scheme is designed for people who wish to fund their own care directly. Fixed Cost Care offers a range of packages to cover different treatment paths. Our fixed price quotes give you the peace of mind of knowing everything you need is covered. The provision of Fixed Cost Care is subject to consultation and a written offer from the hospital.

For both insured and self-funding patients

Some Consultants may make their charges to you independently of the hospital - this will be made clear to you at the time of booking an appointment if this is the case.



All privately insured and self-funding patients can enjoy Premium Care at
Ramsay Health Care UK hospitals

COMFORTABLE STAY

Coming into hospital can be a worrying time, so by making your stay comfortable we hope to help you relax as much as possible. With your own room and en-suite facilities* you will have the peace and privacy you need to rest and receive visitors. We provide an a la carte menu for all our Premium Care patients, which is extended to your visitors so that you can enjoy a meal together.



Our customer service and clinical staff will answer any queries that you might have throughout your stay and will also provide suitable information for you to take home. Before or after your stay we are just at the end of the phone to answer any queries you might have.

A representative of our management team will also visit you to ensure your stay has met your expectations as a Premium Care patient.

*Where clinically appropriate



We will **treat you like a guest** as well as a patient



CLINICAL EXCELLENCE

Clinical excellence may be something that you take for granted when coming to a Ramsay hospital, but rest assured we are not complacent. We are constantly auditing and reviewing our clinical practice to ensure that we can provide the very best clinical outcomes.

All staff are rigorously checked prior to joining us, to ensure they have the very best experience and training. Once in employment with Ramsay, all staff continue to be trained and developed to deliver the highest possible standards of care. The majority of our Consultants have existing NHS contracts and are appointed only after thorough vetting by a group of their peers as well as hospital management.

Choosing your Consultant and knowing that they will be actually delivering your care, not just overseeing it, is a key part of our Premium Care ethos. All treatment is delivered on a one to one basis, giving you plenty of time to discuss your treatment and plan the way forward.



All staff are rigorously checked prior to joining us, to ensure they have the **very best experience and training**

CLEAN ENVIRONMENT

Preventing infection is a key part of delivering good clinical care. At Ramsay we start with the basics, ensuring our housekeeping staff are well trained and have the best tools for the job to ensure all areas of our hospitals are clean and dust free. A carefully designed cleaning rota is in place in all our facilities and is personally overseen by the Hotel Services Manager.

Prior to coming into hospital you will be advised as to how you can help prevent infection and, if required, be screened for MRSA prior to admission. You will be nursed in a single room* with en suite bathroom which is proven to be a significant factor in reducing infection. Please ensure that when you or your visitors attend the hospital you rigorously use the antimicrobial gel provided for hand cleaning.

Infections are something that are around us all the time but clearly when we are in hospital certain groups of patients may become more susceptible to infection and patients having treatment may have a lower resistance to infection. All staff are fully trained in infection prevention and control methods to protect you. All our facilities are regularly inspected and approved by the Care Quality Commission.

A patient information leaflet is also available on Healthcare Acquired Infections (HAI), please ask for more details.













*Where clinically appropriate



All staff are fully trained in **infection prevention** and control methods to protect you

PATIENT BENEFITS

Premium Care patients receive the following benefits, which are enhancements to our standard service.

| Benefit | Premium Care patients | Essential Care patients |
|--------------------------------------|--|-------------------------|
| Choice of Consultant |  Full choice | As allocated |
| Choice of appointment |  Flexible | Limited |
| Referral to treatment |  Priority | Within NHS guidelines |
| Pre operative assessment |  Individual* | Standard* |
| Admission |  Fast tracked | Standard |
| Newspaper |  Provided free of charge | Not provided |
| Gift pack |  Provided free of charge | Not provided |
| Menu |  A la carte | Standard |
| Accommodation |  Single room with en suite* | Shared room* |
| Visit from management representative |  Provided as standard | Not routinely provided |
| Discharge |  Priority | Standard |
| Physiotherapy |  Individual | Group* |

*Where clinically appropriate





PREMIUM CARE

1. Ashtead, Ashtead Hospital
2. Reading, Berkshire Independent Hospital
3. Truro, Duchy Hospital
4. Chorley, Euxton Hall Hospital
5. Peterborough, Fitzwilliam Hospital
6. Preston, Fulwood Hospital
7. Torquay, Mount Stuart Hospital
8. Salisbury, New Hall Hospital
9. Caterham, North Downs Hospital
10. Nottingham, Woodthorpe Hospital
11. Salford, Oaklands Hospital
12. Colchester, Oaks Hospital
13. Basildon, Orwell Private Patient Unit
14. Doncaster, Park Hill Hospital
15. Hitchin, Pinehill Hospital
16. Ormskirk, Renacres Hospital
17. Sawbridgeworth, Rivers Hospital
18. Stafford, Rowley Hospital
19. Chelmsford, Springfield Hospital
20. Halesowen, West Midlands Hospital
21. Longford, Winfield Hospital
22. Kettering, Woodland Hospital
23. Bingley, Yorkshire Clinic
24. Blakelands, Milton Keynes Treatment Centre
25. Bodmin, Treatment Centre
26. Boston, Treatment Centre
27. York, Clifton Park Treatment Centre
28. North Tyneside, Cobalt Treatment Centre
29. Gainsborough, Treatment Centre
30. Horton, Treatment Centre
31. Kendal, Treatment Centre
32. Middlesbrough, Tees Valley Treatment Centre



www.ramsayhealth.co.uk/premiumcare

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