

## *General information section*

For further information on the extensive range of treatments and services we offer at The New Victoria Hospital, please visit our website.

**[www.newvictoria.co.uk](http://www.newvictoria.co.uk)**

The New Victoria Hospital was the first hospital in England to be accredited with ISO9001 (now BS EN ISO 9001:2000)



If you would like further information please contact us on:

Telephone +44 (0) 20 8949 9000

Facsimile +44 (0) 20 8949 9099

Email [enquiries@newvictoria.co.uk](mailto:enquiries@newvictoria.co.uk)

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### ***The New Victoria Hospital***

184 Coombe Lane West

Kingston Upon Thames

Surrey KT2 7EG

**+44 (0) 20 8949 9000**

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*When only  
the **best**  
will do*

**settling your account**  
for patients with medical insurance

## *Insurance Patients*

### *Patients with medical insurance*

We aim to put your mind at rest by making as many of the financial and administrative arrangements as possible before your admission date.

### *Before treatment*

If you have medical insurance you need to contact your insurer prior to the commencement of any treatment, to obtain a pre-authorisation number. Your treatment may not be covered in full by them or your claim delayed if you fail to do this.

### *Registration form*

Our registration form asks you to provide us with details of your medical insurance including your membership and preauthorisation numbers. The registration form contains a financial agreement which we ask you to sign. By signing it, you recognise and accept your responsibility for settling our fees if they are not covered by your health insurance policy or other third party. (If the patient is under 18 years of age, the agreement should be signed by the patient's parent, guardian, or legal representative). If your treatment is not covered by your insurance policy, or not met in full, you are responsible for the outstanding amount.

*Putting  
your mind  
at rest*

### *Charges not covered by insurance*

Services such as telephone calls, alcoholic beverages and meals for visitors are not covered by health insurance. Take home and post discharge drugs and dressings and the sale of items like walking sticks and crutches, will not be covered by your insurance policy. You will be asked to pay for these on departure.

### *Consultant's fees*

The consultants who treat you provide their services to you independently of the hospital and will usually submit their bills to you separately. If you are insured you should send your consultants' bills to your insurer who will settle them.

### *Settling your claim*

Your insurer will advise you if your claim has been rejected or only paid in part, in which case you are responsible for the prompt settlement of the outstanding balance. You will be invoiced separately for any services not covered by your insurance when you leave the hospital. We deal daily with insurers based in the United Kingdom. If however you are covered by a medical insurer who is based overseas we ask you to notify us as soon as possible so that we can verify your cover and establish with them the procedures for the settlement of our account.

### *Answering your questions*

Questions regarding settlement of your account can be addressed to the **Bookings Office on 020 8949 9010**