

# Terms and Conditions for Self-Paying Patients Receiving Treatment at Doctor Now

Thank you for choosing Doctor Now as your private GP provider. Please carefully read the following terms and conditions that govern our relationship with you as a private pay patient.

## Payment and Cancellation

As a private pay patient, you agree to pay for all fees for services provided by Doctor Now as per the published rates tariff. Our charges will be communicated to you when an appointment is booked. Consultation fees are paid in advance to secure an appointment as agreed with you and the practice. Any additional services administered or prescribed during a consultation, including blood tests, vaccinations, dressings, and medication are chargeable in addition to the appointment fee.

You may cancel your appointment or request a reschedule up to 4 hours before the scheduled appointment. If you fail to cancel or reschedule within the stated time frame or miss your appointment, a cancellation fee will be charged at £40 for a GP appointment and £20 for a nurse appointment.

## Insurance

Our private pay primary care services are not generally covered by health insurance. Therefore, we are not responsible for filing insurance claims on a patient's behalf. If you believe you could be covered for any secondary care services Doctor Now refers you to, you must gain approval with your insurance company before attending for any follow up appointments. Doctor Now cannot accept responsibility for third party referral costs or claims.

## Medical Information

You agree to provide us on your New Patient Form with accurate and complete medical information including details of pre-existing conditions and medications you are taking, to enable us to provide the best possible care.

## Consent and Confidentiality

You agree to give your consent for us to provide healthcare services to you, and you understand that you may withdraw this consent at any time. We will keep all your medical information confidential and will only share it with other healthcare professionals involved in your care with your permission, or when required by law.

## Use of AI-assisted clinical documentation

We use an AI-assisted note-taking tool to support the accurate documentation of clinical consultations. During consultations where this tool is in use, audio is captured, transcribed, and processed to generate a draft clinical summary. All draft notes are reviewed and approved by the clinician before being added to your record. No audio recording is retained following note generation.

You have the right to opt out of the use of AI note-taking at any time without any impact on your care. Please notify your clinician at the start of your appointment.

## Limitation of Liability

Our liability to you, shall be limited to the amount paid by you for the services provided.

## Complaints

If you have any complaints or concerns about our services, please inform us promptly so that we can address them. We will make every effort to resolve your complaint promptly and to your satisfaction. Our complaints policy can be found on our website [www.doctornow.org](http://www.doctornow.org)

These terms and conditions shall be governed by and construed in accordance with the laws of England & Wales and any disputes arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England & Wales. By using our private pay services, you agree to abide by these terms and conditions. If you have any questions about these terms and conditions, please do not hesitate to contact us.

# Website Terms & Conditions

DoctorNow Ltd. trading as DoctorNow & The Beaconsfield Clinic is a registered company established under and governed by English Law and registered by the Care Quality Commission (CQC).

All information provided on this website is the property of DoctorNow Ltd. Every effort is made to ensure content is accurate and informative. Our website is for informational purposes only, relating to DoctorNow & The Beaconsfield Clinic. The information provided is not intended to replace professional medical advice, diagnosis, or treatment.

The content and materials on our website, including text, graphics, images, and logos, are the property of DoctorNow Ltd. You may not use our content or materials without our express written permission.

DoctorNow Ltd. are unable to assume responsibility for any damage incurred following the use of our website, and use of the website is entirely at our own risk.

Under the Data Protection Act 1998, DoctorNow Ltd. will retain anonymous data about you which is obtained because of your visit to our website. The website “cookies” are used to retain user experience and are provided to third party applications to improve this experience.

## Terms and Conditions for Service

DoctorNow Ltd. trading as DoctorNow and The Beaconsfield Clinic provides medical services to patients as a general practice and outpatient clinic. All patients will be liable for the costs associated with:

- Blood tests
- The purchase of any medicines prescribed
- Consultations/treatments with any specialists referred to
- Certain medical procedures (see Price List for associated discounts)
- Vaccinations
- Medical consumables
- Home visits and out of surgery visits (outside of a membership)
- Missed appointments

DoctorNow reserves the right to refuse treatment or advice when:

- Outstanding charges have not been paid
- In its reasonable opinion, the giving of service would involve any breach of the law

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- It reasonably considers that you or anyone accompanying you, is behaving or has behaved in an abusive or threatening manner to DoctorNow or The Beaconsfield Clinic employees or agents

DoctorNow and The Beaconsfield Clinic will provide transparency with its pricing structure however we can not always control the pricing of third parties associated with our service.

DoctorNow is registered with the Information Commissioners Office (ICO) and complies with regulations associated with the Data Protection Act 1998. In the event that you need to contact us we will use your information for the following purposes only:

- To identify you when you contact us
- To help identify services and/or products which you could have from us or selected partners.
- To help administer, and contact you about improved administration of any services and products we have provided, provide now or in the future
- To carry out marketing analysis and customer profiling, to conduct research, including creating statistical information
- To help to prevent and detect fraud or loss
- To contact you in any way (including mail, email, telephone, or text) about products and services offered by us and/or selected partners unless you have previously asked us not to do so

We may allow other people and organisations to use information we hold about you if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. We will, however, always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance reasons.

Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in these provisions and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details) you agree (and confirm that the other person has agreed) to our processing such information in the manner set out in these provisions.

If you wish to compliment or wish to raise a complaint about our services, please contact our Compliance Co-Ordinator: [compliance@doctornow.org](mailto:compliance@doctornow.org).

Doctor Now and The Beaconsfield Clinic (including Branch Surgeries) are the Trading Names of Doctor Now Ltd.

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