

## New Patient Information

Welcome to Mitchell Practice. Please read this information sheet; it enables us to provide our services with the knowledge that you are clear about how we work. This information will cover a lot of the potential questions you may have.

### Making your appointment

**We like to speak to you when you are new to the practice, so ideally telephone to discuss making that first appointment 02070366180. It gives us the opportunity to answer any of the important questions you may have about how we do things.**

### Essential Information We Require

1. Full name & title
2. Home address with postcode
3. Phone number & email address
4. Date of Birth

### Payment

This is a private practice all fees must be paid in full according to the payment terms stated on your invoice. Mitchell Practice accepts payment by clicking the link on your invoice, by online bank transfer (bank details are on your invoice), cash and cheques are also accepted.

**If two or more invoices are unpaid, any future appointments may be cancelled. If you have a problem with payments, talk to us as soon as you can.**

### Insurance

If you want to use health insurance, we must have the following information so we can book an appointment for you.

1. Name of your insurance provider
2. Membership number (group number if you have one)
3. Pre-authorisation code/claim reference, if it is a requirement of your policy (normally a code unique to you in addition to your membership number).
4. Full details for submitting invoices – this is normally a portal link and it is crucial that we are provided with this as each provider has different methods.

It is increasingly bureaucratic to deal with insurance claims. Most of the medical insurance companies have strict terms and conditions which are unique to your policy. We, therefore, request you thoroughly check your policy. Advise us of any limitations well ahead of your first appointment. Regardless of your level of cover, **you are responsible for your fees**. If your insurer fails to pay the Mitchell Practice, you will have to pay the outstanding balance by the due date (stated on your invoice).

### **Shared responsibility**

Please ensure you pay for your portion of the fee. We will issue you with a receipt upon payment so that you can reclaim your fees or the portion thereof. In our experience, your insurer pays you far more quickly than paying Mitchell Practice.

### **Corporate referrals / Occupational Health Referrals and HR Referrals**

If you have been referred by your employer, please let us know of the number of sessions they approved. Additionally, provide us with the name of the person who referred you and provides us with written confirmation that the fees are being met by your employer (an email will suffice). We do not provide your name on our invoices they are anonymous. The contact at your firm will receive the invoice and confirms directly with us to whom it refers.

### **Confidentiality – Privacy - GDPR**

We do not share any data with a third party. Your data is kept on file until you ask us to remove it. We use the data to help us provide you with our psychology practice.

[CLICK HERE TO DOWNLOAD THE PATIENT CONSENT FORM](#)

Contact us for any further information by calling 02070366180 / [admin@mitchellpractice.net](mailto:admin@mitchellpractice.net)

### **And finally - Cancellation Policy/Missed Appointments**

**Appointments must be cancelled with two days' notice. If we receive less than one day's notice, you will be charged the full fee. If your appointment is on a Monday (or a Tuesday after a bank holiday), you must notify us of any cancellation/postponement by 10 am the previous Friday to avoid late cancellation charges. Please cancel your appointments by telephone, like you; we get too many emails!**

We try not make appointments by email – it is much quicker by telephone.

We endeavour to remind you of your appointment a day ahead. However, it is not always possible. All appointments are confirmed at the time of arrangement.

Mitchell Practice Ltd – administration services.