



Successful treatment is dependent upon co-operation between patients and their doctors and other healthcare workers. This leaflet outlines what you can expect from your doctor and how you can help your doctor to help you.

Rights and responsibilities for you and your family in the independent healthcare sector

As a patient in the independent sector in the UK, whether inpatient or outpatient, you can expect:

- 1 Treatment by a recognised specialist(s) with all the necessary expertise to care for you.
- 2 Treatment from the specialist of your choice. Your general practitioner (GP) or another specialist can help you choose the right doctor for you. Your choice should not be restricted by third parties e.g. an insurance company.
- 3 Treatment in an appropriate hospital on the advice of your specialist or GP, noting that some insurance policies place restrictions on certain hospitals.
- 4 Treatment in facilities that meet government standards and which respect your privacy and confidentiality, and provide all appropriate assistance (including the right to request chaperoned examinations) and can meet the specific needs that arise from your disability, ethnic background or other factors.
- 5 To see information and records kept about you provided doing so would not infringe anyone else's legal rights.
- 6 Up to date treatment complying with recognised national standards and monitored to ensure the quality of care.
- 7 To have a timely and accurate assessment of your condition.
- 8 To receive a clear explanation of the proposed treatment including material risks, side effects and any alternatives to treatment and to have your questions fully answered.
- 9 To have a second opinion about your condition if you so wish.
- 10 To have the opportunity to comment about any aspects of your care and to receive a prompt response to any complaint made.
- 11 Transparency about charges wherever possible, which includes:
 - ▶ a fair estimate of potential fees from your initial consultant which will include as far as can be ascertained potential charges for other specialists who may be involved in your care, including anaesthetists and those who provide diagnostic or other background services such as radiologists and pathologists. It must be recognised that in many cases an accurate financial prediction is difficult to make, if not impossible, prior to a full clinical diagnosis nor is it possible to anticipate every potential clinical event that might occur.
 - ▶ an estimate of potential hospital charges may be available from your consultant although for your own peace of mind these should be checked with the hospital concerned. You should also clarify whether the costs of an extended stay for clinical reasons are covered by any hospital package deal.
 - ▶ a fully itemised account from all your doctors and the hospitals, reflecting the terms agreed with the insurance company, if they apply.
- 12 To receive full reimbursement from your insurer for all treatment within the constraints of your particular policy.

As a patient we would ask you:

- 13 To provide all relevant clinical information and other details necessary for your care to those entrusted with your treatment.
- 14 To co-operate with the staff taking care of you and report any change in your clinical condition.
- 15 To tell staff if you are uncertain or do not understand any aspect of your treatment.
- 16 To take medicines as recommended and seek medical advice before stopping or changing treatment.
- 17 Make sure that you understand the full implications of declining or stopping medical treatment.
- 18 If you have parental responsibility for a minor, to exercise this carefully and with full consideration and attention to the needs of the child.
- 19 To understand the limitations, restrictions and exclusions of your insurance policy and to answer fairly and openly (with the help of your consultant or GP if necessary) any insurance company queries about your condition or anticipated treatment.
- 20 To understand that a contractual relationship exists between you and your doctors (including those clinicians who provide background diagnostic or other services such as anaesthetists, intensive care specialists, radiologists or pathologists) and also the hospital where you are treated. In some cases the hospital will make a direct charge that includes some of these services. You will not be charged twice. You have a separate contractual relationship with the hospital where you are treated.
- 21 To accept responsibility for the professional and other fees generated and for their timely payment. In the event that your insurance policy is not comprehensive then any financial shortfalls become your responsibility. If your policy has a specific excess (meaning that you are responsible for a proportion of the charges) then that may need to be paid either to the hospital or to the doctors treating you according to circumstances.
- 22 To give adequate notice if you are unable to attend an appointment and to understand that charges may be made for such visits if you have not given a reasonable notice of cancellation.

Only by working together can patients and doctors secure the best outcome.

Clear communications and a commitment to honouring responsibilities are the keys to success.



The Federation of Independent Practitioner Organisations (FIPO) is a medical organisation comprising professional organisations and specialty groups involved in private practice together with the Chairmen of Medical Advisory Committees from several of the major private hospitals in the UK. FIPO provides an over-arching body for all its constituent groups who are listed below and acts to preserve and promote the highest standards of clinical care.

This pamphlet reflects FIPO's concern to put the patient first.

FIPO is committed to promoting:

- ✓ the highest quality of patient care
- ✓ close and effective patient-doctor relationships
- ✓ independence and freedom of choice for patient and doctor
- ✓ transparency in all aspects of your care

FIPO is supported by the following organisations and / or by their independent practice committees:

Association of Anaesthetists of Great Britain & Ireland
Association of Coloproctology of Great Britain & Ireland
Association of Independent Radiologists
British Association of Aesthetic Plastic Surgeons
British Association of Otorhinolaryngologists - Head & Neck Surgeons
British Association for Surgery of the Knee
British Association of Plastic Surgeons
British Dental Association
British Medical Association
Federation of Histopathologists
Federation of Surgical Speciality Associations
FIPO NAT-MAC - National Medical Advisory Committee
Hospital Consultants and Specialists Association
Independent Doctors Forum
London Consultants' Association
NHS Private Healthcare Association
Sussex Association of Consultants
UK & Ireland Society of Cataract and Refractive Surgeons



MEDICAL PROTECTION SOCIETY

This leaflet has been approved by the above organisations, the Medical Protection Society, the Medical Defence Union and the Patient Liaison Group of the Royal College of Surgeons of England.

For more information about FIPO:

Email: info@fipo.org | Website: www.fipo.org

For further copies of this leaflet please email: mpsmarketing@mps.org.uk