

## Therapeutic Services, Terms & Conditions

**SCCH Consulting LLP is Dr Claire Hallas & Sasha Cain, Consultant Health Psychologists registered with the Health and Care Professions Council (HCPC). Services at KIMS Hospital are provided by Affiliate Dr Nathan Faulkner, HCPC Practitioner Psychologist.**

- 1. Fees:** Self-Funding Cost: £100 per session; Health Insurance Company fee: £100 per session
- 2. Referrals:** The referrer should contact the Client's Health Insurance Policy Provider to confirm that this treatment (Psychological Therapy) is covered within the terms of their Policy prior to making a referral to SCCH Consulting LLP. Self-funded clients must give consent for the referral in advance.
- 2a. Self-Referrals** are accepted from people who are either self-funding their treatment or whose treatment will be paid by a Health Insurance Company. The Client (person receiving the service) is responsible for ensuring that they have the means to pay for the Health Psychology Therapeutic Service.
- 2.b. Health Professional Referrals:**
  - The Client will be contacted to ensure that they consent to receive treatment and to gather initial contact details and communicating payment options
  - SCCH Consulting will liaise with the referrer (unless the Client does not give permission) to facilitate close collaboration and joined up decision making
- 3. Self-Payment**
  - Payment is due within 2 working days of arranging the appointment. If the appointment is sooner then payment is due on the date of issue.
  - Clients should include their name in the payment reference. Please contact SCCH Consulting LLP if confirmation is not received in 24 hours of payment.
  - The Client is entitled to a 2 week "cooling off period" during which they can cancel their appointment. If they prefer an appointment within this time period, then the Client is waiving their right to the cooling off period. Cancellation fees are outlined in **9.** below.
- 4. Payment Methods** SCCH Consulting LLP will send an e-invoice to your e-mail address (provided on the Self-referral form).
  - a. Self-Payment:** BACS transfer: Lloyds Business Banking. Account Name: SCCH Consulting LLP; Account Number: 66501968; Sort Code: 30-84-76  
Online Bank/Credit card payment (Stripe – payment via a link in the invoice).
  - b. Health Insurance Company Payment:**
    - The Referrer/ Client will provide the Insurance Company name and Policy number plus evidence that treatment is approved e.g. Authorisation code.
    - Where required by the Insurance Company, SCCH Consulting LLP must contact the Insurance Company prior to initiating any treatment.
    - SCCH Consulting LLP will invoice the Health Insurance Company for the sessions provided in accordance with their terms and conditions.
    - If the Insurance payments do not cover the full fee then the Client will be required to pay the outstanding balance (including non-attendance costs).
- 5.** Appointment dates are agreed when a date and time have been selected either via email, during an appointment or through online communication.
- 6.** Appointments will be 50 minutes long, starting from the agreed appointment time and may be held in person at KIMS Hospital or via telephone or another method e.g. Skype. The session must end 50 minutes after the agreed appointment time, regardless of the arrival time of the Client.
- 7.** If the SCCH Consulting Therapist needs to cancel the appointment they will inform the Client via email, giving as much notice as possible.
- 8.** Clients can end their therapy through emailing [info@scchconsulting.com](mailto:info@scchconsulting.com) stating the therapist name and any reason that they wish to end treatment.
- 9. Cancellation fees:** Less than 24hrs notice clients will be charged the full session fee. 24 -72 hours notice clients will be charged an £18 admin fee. Clients that pay via Stripe and cancel their session will not be refunded the Stripe Payment Charge (UK Card Fee: 1.4% + 20p).
- 10. Force majeure:** SCCH Consulting LLP are not liable for any failure to provide or delay its services as a result of events or matters outside its control.
- 11.** The Client's personal information will be held by SCCH Consulting LLP in accordance with GDPR (refer to our privacy notice).
- 12.** Written complaints may be sent to SCCH Consulting LLP by e-mail: [scch@scchconsulting.com](mailto:scch@scchconsulting.com). Verbal complaints may be made directly in therapy sessions.

