

WELCOME TO DR IAN HAY LTD

Our Portland Hospital Practice has now been established for more than 15 years, Dr Ian Hay is the founder member of the Practice with more than 35 years' experience in providing Paediatric Care.

In an effort to provide more accessible appointments the Practice has grown and evolved and Dr. Hay invited several eminent Consultant Paediatricians, to join him as Associates: Dr. Andy Raffles (now lead Consultant), Dr Anne Wright, Dr Jonnie Cohen, Dr Christina Petropoulos, Dr Anshoo Dhelaria and Dr Austin Isaacs, Drs Ben Ko and Dr Inyang Takon (neurodevelopmental) with Locum Associate: Dr Claudine DeMunter.

This leaflet is designed to answer some of the common questions that are asked regarding the service which our Practice provides.

Do I need to register my child with Dr Hay Ltd in advance?

No. Your child's details will be taken when you telephone to make your first appointment with the Practice.

How long does my appointment last?

A new appointment will generally last up to 45 minutes, follow-ups and immunisation appointments 30 minutes and developmental or more complicated problems can take up to and occasionally more than one hour.

What if my child needs to be seen and one of the Practice doctors are not available?

We strive to help all patients; however, it is not always possible to do so. In these situations, and where the next available appointment is not suitable, we suggest you contact your GP, or to telephone the Portland Hospital 'Children's Doc Around the Clock' (CDAC) which is available 24 hrs a day, 7 days a

week on an appointment basis for non-emergency but urgent medical issues.

<http://www.theportlandhospital.com/children/childrens-doc-around-the-clock/> or call **0207 390 8022**

Does the Practice provide home visits?

No. Unfortunately, hospital commitments do not allow us to visit sick children at home. If your child is too unwell to travel to the consulting rooms, please contact your local GP who may be able to help with a home visit or the Portland's CDAC.

How do I contact the Practice Doctors in an out of office hours' emergency?

If the doctor undertakes the care of your child for a specific complex episode, he/she will provide alternative telephone numbers for contact out of hours cover. The Portland does not have an A&E Department, however if you need to speak to a Paediatrician in the event of an emergency, out of hours or at the weekend, you may call the Portland's CDAC. If your child needs admission this will be arranged and we will be informed accordingly.

However, it must be stressed that if your child has been involved in an accident or if the emergency is in anyway life threatening, you should go immediately to your nearest A&E Department at an NHS Hospital or dial 999.

When does my child require immunisations?

We provide immunisations according to the current UK schedule e.g. at 2, 3 and 4 months of age initially as standard. However, if your country's immunisation schedule differs, this can also be accommodated. Additional vaccines which are not strictly part of the UK schedule, such as Hep A & B, Chicken-pox, Meningitis-ACWY, BCG and Flu vaccines can also be provided upon request.

Dr Hay Ltd is unable to provide travel vaccinations and information regarding these should be obtained from your GP Surgery or Travel Clinic.

My child is due to have his/her immunisation – will the Practice provide this?

The primary immunisation series requires 3 separate visits and these are available to you without charge at your local NHS baby clinic. However, our Practice docs would be happy to provide these at a cost of £185 (+ cost of vaccines) Please note the cost of the immunisations or well child checks are not generally covered by medical insurance companies). It is advisable that these are given only when your child is in good health. We recommend that you purchase some paracetamol prior to the appointment as your child may develop a temperature post immunisation and this will help make him/her more comfortable.

When should my child have routine check-ups?

There is not a pre-defined schedule for general check-ups however it is advisable to have your child initially checked at 6 weeks. As a guide, routine checks can be at milestones such as 6 month, a year, 18 months, 2 years and annually thereafter.

How much is the cost of a consultation/assessment with the Practice?

The cost is dependent on the type and length of appointment (£185-£425). Payment is required within 14 days, either by cheque, credit card or BACS. Specialised Assessment costs may vary.

Can I claim back the fee from my medical insurers?

This will depend on your personal medical cover and it is essential that you check with your insurers **before** attending the appointment. If you are covered, we will require the membership number and unique authorisation number for each visit in order to deal directly with them. They may insist on a referral via your GP. We do **not** deal directly with overseas health insurers such as Cigna International and Aetna.

The majority of health insurers recognise all our doctors, but if there is any exception to this you will be advised when calling to arrange an appointment.

Why do we need to provide credit card details?

You will be required to provide your credit/debit card details in order to confirm the appointment and these are held on our PCI compliant secure system. If you are self-pay your card will be debited following the appointment and a receipt issued automatically. If you are insured and there are any shortfalls, the card will be debited accordingly and receipt issued.

What if my child requires further investigations such as blood tests or an X-ray?

If it is necessary for your child to have tests e.g. blood or urine, these are readily available from the child friendly services at both the Portland Hospital, with its full range of Pathology Services or from The Doctors Laboratory (TDL), a highly regarded Pathology Test Service. You will be asked to register with the hospital or TDL so that they can invoice directly for these tests.

The Portland offers a full range of Specialist Radiology investigations but as ultrasounds and X-rays generally require a Specialised Paediatric Radiologist to perform them, it may not always be possible to have these done immediately or the same day, however the earliest appointment will be made for you.

My child has a rash and may be contagious.

If you suspect your child may be contagious with Chickenpox or Measles, please inform us when making an appointment. The Portland Hospital deals predominantly with pregnant ladies and small children it is preferable that where possible, the child is seen by his/her local GP for these types of infections.

Telephone and Email Advice

As the Practice doctors do have very busy clinics, it can be sometimes quite difficult for them to speak to you when in clinic or respond quickly to emails. However, the Practice Manager, Marie and her team will often be able to answer the most frequently asked questions. Should further assistance be required, the

doctors will of course endeavour to speak to you, either at lunch-time or at the end of the clinic.

Common Courtesy

If you have booked an appointment and are for any reason unable to attend, please telephone **0207 390 8295** to cancel giving at least 24 hours notice. Out of hours, a message can be left on our answer machine. We always have children waiting for cancellations, and it may one day be your child. We do charge a late cancellation fee of £95 debited automatically from the credit card provided, if the appointment cannot be reallocated in time to another child.

The clinics are always very busy and run to a very tight schedule, please help us by ensuring you are prompt for your appointment. If you arrive late and are not able to discuss in full your concerns, you may be advised to arrange a further appointment.

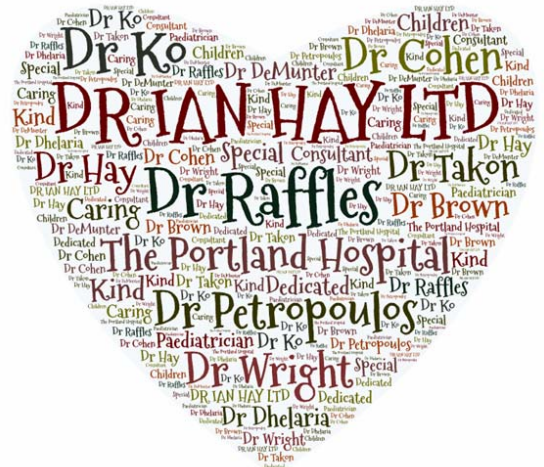
Parking

As the hospital is based in Central London, parking can be quite difficult. Meters on adjacent streets and NCP car parks located nearby are however available. It is strongly recommended that you allow yourself extra time for parking and traffic delays and please remember to pay the **London Congestion Charge**.



Practice Manager: Mrs Marie Hopson

DR. IAN HAY LTD CONSULTANT PAEDIATRICIANS



You Were Seen Today By:

Consulting Rooms:

1st Floor Consulting Suite,

The Portland Hospital

234 Gt Portland Street, London,

W1W 5QT

Also at:

The Hertfordshire Clinic

Art School Yard, Victoria Street, St Albans, Herts,

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All Correspondence to:

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