

Terms & Conditions

Name of Company

Exeter Paediatric Integrated Care Solutions - known as EPIC Solutions

Place of Business

Holmedale Health, 34 Denmark Road, Exeter EX1 1SE

Statement of Purpose

EPIC Solutions is an independent, Consultant led healthcare provider of specialist assessment and treatment for young people with complex needs spanning physical and mental health. We offer individual Paediatric or Psychiatric appointments, or unique combined appointments with the expertise of both specialities.

Fees & Charges Policy

We charge based on the time spent dealing with your care.

Fees are subject to change without notice.

By using the services provided by the EPIC Solutions, you agree to our charging policies, consultation charges and terms and conditions of business.

Fees

Our charges vary according to the type of assessment or appointment you require.

A clinic letter is produced following each Consultation appointment. Therapists usually produce a single report following an appointment series.

A written report is produced following all specialist assessments. Additional charges are payable for the writing of medical reports and letters which are requested in addition to this.

Processing emails received and responding, time spent considering and researching matters and making and receiving telephone calls will also attract a fee.

Payment Terms

All consultation fees must be settled within 30 days of the date of consultation. Ongoing therapy fees are invoiced at month end and must be settled within 30 days of the date of the invoice. Assessment fees must be paid 50% in advance of the assessment and the remainder in full before receipt of the written report. We accept payment by BACs transfer or cheques. We are not currently able to accept payment by credit card.

Regrettably, we are not currently able to accept referrals from healthcare/insurance companies.

Patients with outstanding accounts are only seen at the clinician's discretion.

Cancellation Policy

We require at least 48 hours' notice for the cancellation of appointments. Cancellations with less than 48 hours' notice will incur a charge of 50% of the total fee. If less than 24 hours' notice is given, or if you do not attend your appointment without notifying us, the full fee will be payable.

Communication and Confidentiality

If patients have any preference as to the method of our communication, please state this on your Personal Information form.

We have thorough standards in the maintenance of confidentiality.

Regulation

We have applied for registration with the Care Quality Commission.

Data Protection Act 1998

We observe the requirements of the Data Protection Act 1998 and the data protection principles in relation to personal data. By agreeing to these terms you are agreeing to the processing of personal data to enable us to carry out work on your behalf. Under the Data Protection Act 1998 you have a right to request details of your personal data held by us.

Privacy Policy

All patients of EPIC Solutions must register before they are able to use the service.

This section provides information relating to how EPIC Solutions handles your personal information. The information that we hold is confidential and often sensitive in nature. Any personal information we hold about you is stored and processed under our data protection policy, in line with The Data Protection Act 1998 (in force on the date this statement became operational) and the General Data Protection Regulation (Regulation (EU) 2016/679) adopted on 27th April 2016 and enforceable from 25th May 2018.

Information is retained in line with Department of Health recommendations. Information on a child will be kept until their 25th birthday or 26th if the young person was 17 at the conclusion of treatment, or 8 years after death. Medical records of adult patients are retained for a period of seven years.

Dr Vicky Hill is the data controller for EPIC Solutions.

What information will we collect about you?

At initial contact we will ask for some personal information about you/your child. This may include:

- Name
- Postal address
- Email address
- Telephone number
- Date of birth
- School details
- GP details

We may also ask for additional information, such as the difficulties experienced by you/your child, your family and details about your/your child's past medical history, current difficulties and any concerns and risks – this is classed as sensitive information and is necessary to enable us to offer the service you have sought from us.

We collect information about you when you complete the contact form on our web page. The contact form asks for your name, email address and the reason for your enquiry. We need this

information in order to respond appropriately to your enquiry. If you contact us by telephone or direct email, a record will be kept of that correspondence or conversation.

If our services are commissioned for you by third parties (your GP, local authorities, clinical commissioning groups, etc.) they will provide us with a variety of information, including your name, postal address, telephone number, email address and medical/educational history.

How do we use the information we collect about you?

We will use your personal information to provide the services you have requested from us. Collecting this data helps us to:

- Communicate with you so that we can inform you or remind you about your appointments with us (including by email, in writing or by text message)
- Deliver the correct service to you/your child
- Conduct a thorough and appropriate assessment
- Invoice you for the services we provide
- Communicate (when necessary and agreed with you) with relevant third parties to support your treatment and manage risk

Your information is shared with the appropriate staff members working in our team and they understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this. We may also share your information with your/your child's GP, school, CAMHS or Social Care. We will ask for your consent to do this.

There may be instances when we need to share information, such as when there is a legal obligation for us to do so or when the information concerns risk of harm to the patient, or risk of harm to another child or adult. We will discuss such a proposed disclosure with you unless we believe that to do so could increase the level of risk to you or someone else.

We will not share your personal information with third-parties for marketing purposes.

Where do we keep the information?

- Paper-based patient records and notes are kept to a minimum and stored in a locked filing cabinet.
- Patient information is stored in our clinical software system, Cliniko. This is a secure password-protected database, which is compliant with General Data Protection Regulations.
- Access to your personal information is restricted on a 'need-to-know' basis only i.e. for those concerned directly with your care and with your account.
- Sensitive personal information will only be sent to patients/parents by email if they have given prior consent for us to do so. Any computers or mobile devices containing personal information are password protected or protected with a passcode/thumbprint scanner.
- Data is backed up regularly.

If you contact us via the website contact form or directly by phone or email, we will keep the information in an online filing system which is compliant with General Data Protection Regulations.

How can I see all the information you have about me?

You have a right to access the information that we hold about you/your child and to receive a copy. You should submit your request to the Data Protection lead, Dr Vicky Hill in writing or by email. We will aim to provide the relevant data within 30 days and this may be subject to a small admin fee.

You can also request us to

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change
- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information for example, information about your medical treatment
- Stop using your information – for example, sending you reminders for appointments
- Supply your information electronically to another health professional

What happens in the event of a data breach?

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards. In the unlikely event of a data protection breach the Data Protection lead, Dr Vicky Hill will notify the Information Commissioner's Office (ICO) so that their procedures can be followed. Breaches which carry any risk to data subjects must be reported to the ICO within 72 hours, together with a summary of the nature of the breach, the steps taken to reduce the risk to data subjects and measures to prevent the breach from happening again. We will also notify all individuals whose data may have been accessed to alert them to the breach and any potential risks.

Complaints or queries

If you have any concerns about how we use your information and you do not feel able to discuss it directly with anyone at EPIC, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745/casework@ico.org.uk)

Contact

We are happy to accept self-referrals but would welcome any additional information from your GP or other health care professional.

If you would like to contact us with an enquiry, please telephone 01392 247872, email us at admin@epicsolutions.org.uk or complete the contact form on this website.

We also welcome any feedback or general comments you wish to make and will get back to you as soon as possible. If you have any concerns or wish to raise any issues, please contact us on 01392 247872

Out of Hours

If you require medical assistance, please contact your GP in the first instance.

If you require urgent medical care, please call NHS 111.

If it is a life-threatening emergency, please call 999.