

TERMS AND CONDITIONS
Dr Lisa Racussen, 999 Finchley Road, London, NW11 7HB

1. The patient's GP and referrer, where relevant, will be informed of the assessment or appointment.

After all appointments, Dr Racussen will write to the patient's GP and the patients/parents will get a copy of this letter. GP letters usually take around 2 weeks to be sent, depending on the workload at the time. If the letter is required earlier, please notify the office and we will do our best to expedite this where possible.

2. Appointment fees and Fee Schedule

Initial Consultations are charged at £1200.00. Additional assessment appointments (up to 45-60 minutes), if needed, are charged at £600-£800.

Follow-up appointments (up to 45 minutes) are charged at £400.00.

In some instances, appointments take longer than the allocated time and these will be charged accordingly. Where possible, Dr Racussen or the office will inform you in advance that additional time will be required, as well as the reason for this.

Follow-up appointments that take up to 60 minutes are charged at £500.00.

Returning patients:

Where Dr Racussen has not seen a patient for more than a year, the patient will be required to book a returning patient appointment (up to 60 minutes) to ensure there is enough time to complete the review. This appointment will be charged at £850.00 and the fee is to be paid in full at the time of booking.

A non-refundable deposit of £150 will be applicable if the appointment is cancelled and not rescheduled.

Dr Racussen reserves the right to change the Fee Schedule and will notify patients in writing.

3. Initial Consultations

In order to confirm the Initial Consultation, the fee is to be paid in full at the time of booking.

A non-refundable deposit of £150 will be applicable if the Initial Consultation is cancelled and not rescheduled.

4. Follow up appointments

Follow-up appointments must be paid for 3 business days prior to the appointment. Invoices will be sent in advance of the appointment, and a payment reminder will also be sent.

All outstanding fees must be paid in full before scheduling any further appointments.

5. Additional Assessments

ADHD Assessments:

In order to confirm an ADHD Assessment, the fee is to be paid in full at the time of booking.

ASD Assessments:

In order to confirm an ASD assessment, 50% of the fee is to be paid in full at the time of booking. The remaining 50% will need to be paid on or before the day of the first assessment appointment.

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A non-refundable deposit of £150 will be applicable if an assessment is cancelled and not rescheduled.

6. Private Medical Insurance (PMI)

Dr Racussen is closed to new patients referred by PMI companies. All new patients will need to be self-funding.

7. Additional letters/reports

Fees range from £200-£300, depending on the length and complexity of the document. The exact fee will be confirmed by the office and will need to be paid in full prior to preparation of the document. The office requires a minimum of 10 business days' notice from the date payment is received.

Amendments to letters/reports:

Amendments will only be accepted if any of the content is inaccurate or factually incorrect. All amendment requests are to be approved by Dr Racussen.

8. Telephone calls with parents/guardians/professionals/schools

Fees range from £150-£300, depending on the duration of the call. Dr Racussen will advise on how much time will be needed at the time of the request. Telephone calls must be paid for the day before.

9. Cancellation/Rescheduling Policy

Should you need to cancel or reschedule an appointment, please let us know as soon as possible so that we may offer this appointment to another patient. We operate a 3-business day cancellation policy (for Initial Consultations and other appointments 90 minutes and longer, it is 5 business days).

Appointments cancelled or rescheduled within 3 business days of an appointment (or 5 in the case of an Initial Consultation or other appointment 90 minutes and longer), will incur a 100% cancellation fee.

10. All payments must be made online via BACS transfer.

11. Late payment fees

A late payment fee of £25 will be added to those invoices not settled in full within 2 calendar days after attending an appointment. This includes invoices for cancellation fees. Thereafter, the outstanding balance will be transferred to a debt collection agency.

12. Prescriptions

All prescriptions prepared during clinic appointments are provided free of charge at the end of the appointment.

Prescriptions for controlled medications (e.g., ADHD stimulants) will be issued one month at a time. Please note that they are only valid for 28 days after the date stated thereon; please make sure you arrange dispensing of the medication within this timeframe.

Prescriptions for non-controlled medications may be issued for up to two months at a time, at Dr Racussen's discretion.

For online appointments, prescriptions will be submitted electronically (non-controlled medication) or via courier (controlled medication) to Pharmaciege. Pharmaciege is a digital pharmacy service designed to make obtaining prescription medications easy and convenient. We are unable to post prescriptions to your home or local pharmacy; however, you are able to collect them from the clinic. If you prefer to use Pharmaciege, they will contact you for payment for the medication and arrange delivery.

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All repeat and out-of-appointment prescription requests must now be submitted via this [Prescription Request Form](http://www.drlisaracussen.co.uk), which can also be found on our website: www.drlisaracussen.co.uk.

Turnaround time is 3-5 business days from receipt of request and payment.

Out-of-appointment prescription fees: £55 per prescription, or £75 if requesting both a controlled and non-controlled medication together, as it will be two separate prescriptions.

For urgent prescriptions (1-2 business days), the fee will be £75 (or £95 for both a controlled and non-controlled medication).

13. Shared Care Agreement

Once a patient's treatment is stable, Dr Racussen can request a shared care agreement.

The aim is to provide safe, co-ordinated care while allowing the GP to help with repeat prescribing and routine monitoring.

Shared care can begin only after Dr Racussen has assessed the child, started treatment if needed, and the medicine dose is stable.

The GP does not have to agree to shared care. They can decline if the local protocol is not met or if they cannot safely monitor the treatment. Please check with your GP.

If they agree to shared care, Dr Racussen will remain responsible for diagnosis, treatment decisions, and specialist review. The GP is responsible only for the parts they have formally agreed to take on, such as repeat prescriptions and agreed checks.

14. Patient Registration Form

Dr Racussen reserves the right to share the completed patient registration form with third party agencies in relation to any outstanding debts due to Dr Racussen's practice.

15. Complaints Procedure

Dr Racussen and her staff hope that you are satisfied with the service and treatment you receive. If you are not, however, please inform the Office in writing, via email or post, so that we can aim to resolve the issue together.

16. Zero Tolerance Policy

Dr Racussen and her staff are here to help and support patients and their families.

We will not tolerate any rude, aggressive or abusive behaviour.