

Patient's Guide and Information

Orthoderm Clinic
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About Us

“Orthoderm is a patient centred independent healthcare provider, delivering high quality healthcare in Northern Ireland. In the pursuit of excellence we are committed to providing the highest quality service which is responsive to the needs of patients.”

We pride ourselves in our excellent reputation. Our highly qualified, professional and dedicated staff ensure that all our patients and service users receive the best possible treatment and service ensuring privacy, dignity and respect are maintained at all times.

Modern consulting rooms, experienced nursing and administration staff, onsite imaging, minor ops suite and a physio practice provide a state-of-the-art establishment which is pleasant and welcoming for patient consultations. The design of the clinic along with our professional and caring team ensure that patients feel they are respected and their privacy and dignity is not compromised.

This patient guide will be reviewed regularly by the Directors of Orthoderm to ensure our standards are maintained.

Aims and Objectives

Orthoderm aims to provide the highest levels of care and service to all our patients and service users. We aim to achieve this by:

- Providing high quality patient treatment and management;
 - Consistently meet or exceed our customer's expectations;
 - Ensuring timely delivery of services to meet our customer requirements;
 - Ensuring that patients are treated with dignity and respect;
 - Continually improve our processes, and systems;
 - Providing training, support and resources to all our employees to ensure they realise their full potential;
 - Meet any statutory and regulatory requirements that apply to our services, processes and activities.
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Opinions Count

We are always keen to receive any comments about the quality of our service and we encourage all service users to complete a patient satisfaction survey. In line with our policy, comments will be reviewed regularly and considered as appropriate.

Arrangements for Dealing with Complaints

Whilst Orthoderm aims to provide patients with a first class service at all times and in all circumstances, it is recognised that there may be rare occasions where the service provided falls short of our own very high standards.

We are extremely keen that individuals make us aware of such instances at the first available opportunity, so that we can investigate the incident and put the situation right as quickly as possible. Individuals are asked in the event of any complaint to speak or write to the Clinic Operations Manager (Complaints Officer). A copy of our Complaints Procedure can be requested at any time. We will acknowledge complaints within 3 working days and will respond in writing within 20 working days. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- Find out exactly what happened and what went wrong;
- Make it possible for the complainant to discuss the problem with those concerned;
- Make sure the complainant receives an apology where appropriate;
- Identify learning from the complaint to ensure the problem does not happen again.

Arrangements for Respecting the Privacy, Dignity and Equality of Patients

The privacy and dignity of patients is respected at all times. All consultations/ treatments are carried out by qualified personnel in privacy within the Clinic. Patients will be offered to be accompanied by a chaperone if undergoing an examination, particularly an intimate examination. Or, if they prefer they may be accompanied by a relative or friend. Records of all consultations and treatments are kept in the patient's notes. The Clinic has a policy of patient confidentiality and all information and records are kept securely.

All patients can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Concerns about Treatment or Care

No treatment or procedure will be undertaken without a full explanation given of all that is involved, including any risks involved or alternatives. If at any time an individual has concerns, questions or requires further information regarding their treatment or care, they should not hesitate to ask.

If requested, we will provide patient information in alternative formats.

Disability Compliance

Our theatre and consultation rooms are based on the ground floor and so are suitable for the majority of service users. Disabled parking is available at the front of our building.

Methods of Payment

There are a number of ways to pay for treatment.

Insured Patients

Orthoderm is registered with all the main healthcare insurers. It is important, however, that individuals contact their insurance company before commencing with any consultation or treatment. A pre-authorisation reference for any proposed treatment must be obtained. Insurance companies will advise if there is an excess in the individual's policy, which the individual will be responsible for paying.

Consultants are self-employed practitioners and will raise and forward their invoices separately.

Any queries regarding clinic invoices are dealt with by the Accounts Department within Orthoderm. Individual Consultants or their secretaries will deal with any queries regarding their invoices.

Self Paying

On request, Orthoderm will be able to provide an approximate cost for any treatment or procedure. The charges invoiced by the clinic are in addition to the Consultant's fees - they will be able to provide advice regarding this.

If an individual is attending physiotherapy sessions with Room One, they may pay for their treatment by debit card or BACS payment.

Any queries regarding clinic invoices are dealt with by the Accounts Department within Orthoderm. Consultants or their secretaries will deal with any queries regarding their invoices.

Fixed Price Surgery

Fixed price surgery is a payment option designed for those patients who wish to self-fund their procedure, which guarantees the cost of treatment. Fixed price surgery packages are offered for a number of surgical procedures. The fee includes the clinic charges and those of the Consultant Surgeon, which are paid directly to them by the Clinic.

Data Protection

Orthoderm controls and is responsible for processing personal data in relation to an individual's treatment. Personal data will be processed in accordance with Orthoderm's Patient Privacy Statement, which is available at reception or on our website www.orthodermclinic.com/our-clinic.

We will collect and retain personal data for the provision of medical treatment and diagnosis and any billing associated with this (if applicable).

Under the UK General Data Protection Regulation (UK GDPR) 2018, individuals have many rights with regards to the processing of their personal data, including withdrawing their consent. To exercise their rights, individuals should contact our Data Protection Officer DPO.ie@affidea.com

Parking

On-site parking is available.

Smoking Policy

The clinic and surrounding grounds are no smoking areas.

Opening Hours

Normal opening hours are Monday to Friday 8.00am to 5.00pm, Saturday 9.00am to 1.00pm. However, clinics are available in the evenings. Our Room One Physiotherapy practice is open on Tuesday and Thursday evenings.

Regulation and Quality Improvement Authority (RQIA)

Contact details:

RQIA

James House

2-4 Cromac Avenue

Belfast

BT7 2JA

Tel: 028 9536 1111

Email: info@rqia.org.uk

Our most recent RQIA inspection report can be found at rqia.org.uk/inspections