

**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.**

**2. Appointment fees and Fee Schedule**

Initial Consultations are charged at £1200.00. Additional assessment appointments (up to 45-60 minutes), if needed to complete the assessment, 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 75 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.

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

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**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-£275, 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 £200-£275, 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. Cancellation fees must be paid in full before rescheduling a new appointment.

**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. Out-of-appointment prescriptions**

Prescriptions requested outside of appointments are charged at £50, including where appointments have been rescheduled upon request of the patient.

The fee must be paid in full prior to preparation of the prescription. The office requires a minimum of 5 business days' notice from the date payment is received.

**13. 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.

**14. 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.

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**15. 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.