

Terms of Service

This document provides details of the terms of service agreement between Dr. McMillan and referring clinicians and private care patients who wish to arrange a private facial pain consultation with Dr. McMillan. “Dr. McMillan” refers to Dr. Roddy McMillan, Consultant in Oral Medicine and Facial Pain; “patient(s)” refers to private patients who are seeking care outside of the National Health Service (NHS) framework. “The private service” refers to Dr. McMillan’s private facial pain consultation service. “New patient” refers to any patient who has not yet been seen by Dr. McMillan for a private consultation; “Follow up” refers to a consultation conducted for a patient who has already been seen by Dr. McMillan for a private consultation.

1. Referral criteria

- a. Dr. McMillan’s private facial pain service only accepts referrals / self-referrals for patients with non-dental facial pain.
- b. Oral medicine related conditions and dental pains are not seen on the private service.
- c. Patients must have a dental cause for their pain formally excluded by a dentist before conducting a private consultation with Dr. McMillan.
- d. Referring clinicians and self-referring patients are responsible for ensuring that the above referral criteria are met.
- e. Referrals can be received either in email or postal format (postal referrals must contain a valid email address that the patient is happy for Dr. McMillan to use when contacting them) – telephone communication is not available for anything other than telephone consultations (see section 2); all queries and booking arrangements must be made via email.
- f. The private service does not offer an “urgent” appointments service and all referrals are provided equal importance.
- g. Dr. McMillan reserves the right not to accept referrals that he does not feel are appropriate for his service.
- h. Dr. McMillan does accept referrals for patients who are under the age of 18 years. The following caveats apply for patients under 18:
 - Patients aged under 18 years cannot self-refer / cannot agree to make payment or arrange appointments – these activities must be conducted by their parent / legal guardian (the same criteria apply for arranging appointments as described in points a-g above).
 - It is assumed that the parent / legal guardian will take full responsibility for the payment of any private clinic fees when arranging an appointment for a patient under 18 years of age

2. Consultation format

- a. All consultations are conducted in English. If a patient wishes an interpreter then they are welcome to bring one along to the consultation. Interpreters are not provided by the private clinic.
- b. Due to space restriction patients are allowed to bring one other person along to their consultation.
- c. Chaperones are not provided by the clinic. If a patient wishes to have a chaperone, then they are welcome to bring somebody with them.
- d. Consultations for new patients are normally conducted remotely via videoconference or telephone. The patient must be aware that a physical examination cannot be conducted with a telephone / videoconference consultation. In the experience of Dr. McMillan and his NHS facial pain service, this format works very well for almost all patients; very rarely does a physical examination change the diagnosis or management for facial pain patients.
- e. Following a telephone / videoconference consultation, should a physical examination be required to confirm a diagnosis or guide management, then the patient will be invited to attend for a face-to-face follow up private clinic consultation and the appropriate fee will be payable by the patient.
- f. Should the patient prefer a new patient face to face consultation, then they can request this at the time of booking.
- g. Follow up consultations are normally conducted via telephone / videoconference, although the patient can request a face-to-face follow up consultation at the time of booking should they wish.
- h. The new patient telephone / videoconference consultation with Dr. McMillan includes the following:
 - i. Dr. McMillan will provide via email the details of the chosen videoconference platform as appropriate.
 - ii. The patient must ensure that Dr. McMillan has been provided with a suitable telephone number to call them at the agreed time (telephone will be used in case of difficulties in accessing the videoconference platform). Should this number not be in the original referral letter then the patient must provide the number to Dr. McMillan before the consultation. The patient must ensure that their telephone is capable of receiving calls from withheld numbers.
 - iii. The patient emails a completed new patient facial pain questionnaire to Dr. McMillan before the consultation
 - iv. The completed questionnaire is assessed by Dr. McMillan before the consultation begins
 - v. A structured consultation using a standardised pro forma is conducted
 - vi. Discussion of the diagnosis and management with the patient is undertaken

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- vii. Provision of patient information leaflets (when relevant) – these are in electronic format and will be emailed after the consultation
- viii. Provision of a private prescription (written and posted when relevant) for the patient to take to their local pharmacy
- i. The follow up patient telephone / videoconference consultation with Dr. McMillan includes the following:
 - i. Dr. McMillan will provide details of the chosen videoconference platform as appropriate.
 - ii. The patient must ensure that Dr. McMillan has been provided with a suitable telephone number to call them at the agreed time (telephone will be used in case of difficulties in accessing the videoconference platform). Should this number not be in the original referral letter then the patient must provide the number to Dr. McMillan before the consultation. The patient must ensure that their telephone is capable of receiving calls from withheld numbers.
 - iii. The patient provides a completed follow up facial pain questionnaire via email before the consultation
 - iv. The completed questionnaire is assessed by Dr. McMillan before the consultation begins
 - v. a structured follow up consultation is conducted to assess progress and identify any changes to the pain presentation
 - vi. Review of medical management if appropriate
 - vii. Revision and discussion of the management plan
 - viii. Provision of patient information leaflets (when relevant) - these are in electronic format and will be emailed after the consultation
 - ix. Provision of a private prescription (written and posted when relevant) for the patient to take to their local pharmacy
- j. The new patient face-to-face consultation with Dr. McMillan includes the following:
 - i. The patient provides a completed new patient facial pain questionnaire before entering the clinic
 - ii. The completed questionnaire is assessed by Dr. McMillan before the consultation begins
 - iii. A structured consultation using a standardised pro forma is conducted
 - iv. An examination of the face and inside the mouth is performed
 - v. Discussion of the diagnosis and management with the patient is undertaken
 - vi. Provision of patient information leaflets (when relevant) – these are in electronic format and will be emailed after the consultation
 - vii. Provision of a private prescription (when relevant) for the patient to take to their local pharmacy
- k. The follow up patient face-to-face consultation with Dr. McMillan includes the following:
 - i. The patient provides a completed follow up facial pain questionnaire before entering the clinic

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- ii. The completed questionnaire is assessed by Dr. McMillan before the consultation begins
 - iii. A structured follow up consultation is conducted to assess progress and identify any changes to the pain presentation
 - iv. An examination of the face and inside the mouth is performed if required
 - v. Review of medical management if appropriate
 - vi. Revision and discussion of the management plan
 - vii. Provision of patient information leaflets (when relevant) - these are in electronic format and will be emailed after the consultation
 - viii. Provision of a private prescription (when relevant) for the patient to take to their local pharmacy
3. Non-attendance / late cancellation of appointment / late arrivals
- a. If a patient cancels an appointment with less than 2 working days notification – a “late cancellation” fee of £50 will be invoiced to the patient.
 - b. If a patient does not attend an appointment / does not answer their telephone without prior notification – a “did not attend” fee of £100 will be invoiced to the patient and the patient will be automatically discharged from the service.
 - c. No further appointments will be booked until all outstanding fees have been settled.
 - d. With regards to face to face consultations, the clinic will remain open for up to 15 minutes after the appointment start time – after this period non-attendance is assumed and Dr. McMillan will close the clinic. With regards to telephone consultations, Dr. McMillan will call the patient on the agreed contact number at least twice in an attempt to conduct the consultation. Should the patient not answer their telephone, or should the call not be connected through no fault of Dr. McMillan, then non-attendance is assumed.
4. Payment of consultation fees
- a. Dr. McMillan is not registered with any private insurance companies. Therefore, patients should check with their insurance provider before booking an appointment.
 - b. Patients who are not resident in the United Kingdom must pay the consultation fee in advance of their consultation.

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Consultation Type	Fee
Face-to-Face New Patient	£400
Telephone / Videoconference New Patient (no physical examination possible)	£350
Telephone / Videoconference Review Patient (no physical examination possible)	£225
Face-to-Face Review Patient	£275

- c. Dr. McMillan will provide an electronic copy of the invoice to the patient after the consultation via email
- d. Fees can be settled by electronic bank transfer, cheque or cash payment at the time of appointment. Credit / debit cards are not accepted.
- e. Patients should settle the fee within 5 working days from the time of the consultation

5. Duty of Care

- a. Dr. McMillan will have duty of care for any given patient from the moment a private consultation is booked (not when a referral is received) until such times as he discharges the patient from his care.
- b. Dr. McMillan's duty of care will be governed by the requirements laid down by the general dental council and general medical council of the United Kingdom.

6. Communication between referring clinicians / patients and Dr. McMillan

- a. Dr. McMillan does not have any provision to receive telephone communications from patients or referring clinicians. Therefore, communication should be via email only. It is mandatory that a valid email address is provided for any given patient at the time of referral (see point 1.e).
- b. Referrals can be received either in email or postal format.
- c. Only very simple patient queries can be dealt with via email communication following the initial consultation. In more complex cases a new consultation will be required.
- d. Following discharge from the private care clinic, Dr. McMillan will be unable to provide any ongoing "remote" care or management in any form. In most cases the patient will be discharged to their primary healthcare team – GP and Dentist. In such instances where further

care input is required from Dr. McMillan, then a new private consultation should be arranged.

- e. After each clinic appointment Dr. McMillan will produce a clinic letter which will be posted as standard to the following recipients:
 - i. Referring clinician
 - ii. General Medical Practitioner
 - iii. Patient (an email copy will be sent to the patient unless agreed otherwise)

Should the patient require another person to be copied into the letter, then this should be requested at the time of the appointment. Should the patient not wish an individual to have a copy of the letter, then this should be requested at the time of the appointment. Should the patient wish to have certain details redacted from the clinic letter they must request this at the time of the consultation. It is the patient's responsibility to ensure that the names and contact details of all correspondents are provided prior to their consultation.

7. Diagnostic Imaging

- a. Diagnostic imaging (scans) are occasionally recommended as part of the diagnostic process. The majority of such scans will be magnetic resonance imaging (MRI) scans. Dr. McMillan does not conduct these scans himself and instead refers patients who require private scans to the diagnostic imaging team at UCLH Hospital in London. The cost of such scans are not included in Dr. McMillan's fees; the UCLH team will invoice the patient directly.

8. Confidentiality policy and data handling

- a. Dr. McMillan adheres to the guidance on patient confidentiality and handling of confidential paper and electronic records in accordance with the requirements laid down by the general dental council and general medical council of the United Kingdom.
- b. Dr. McMillan only communicates with referring clinicians and patients via their chosen email address using a secure NHS email system.
- c. Dr. McMillan adheres to the legislation on electronic data handling as laid down by the General Data Protection Regulation 2018 (previously Data Protection Act 1998). Patients' email correspondence and electronic copies of clinic letters are stored securely on a password protected encrypted storage device approved by the NHS. Patients' paper based clinic notes are stored securely in a locked storage unit at Dr. McMillan's private residence. All patient related records are kept for the minimum period of 8 years after conclusion of treatment – after this period they will be securely erased / destroyed.
- d. Dr. McMillan will never use patient data for marketing or commercial purposes.
- e. Patient related data will not be shared with any other parties except in those circumstances described in section 6.

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9. Complaints policy

- a. In the unlikely event that any given patient is unhappy with their care, then Dr. McMillan welcomes them to put their complaint in writing – by post or email (contact details above). Under normal circumstances Dr. McMillan will acknowledge receipt of any complaint within 5 working days and provide a formal response within 20 working days.