



Client / Patient Terms of Service & Booking Policy

Uryflow Urology services Effective date: **22/09/26**

Please read these Terms and Conditions carefully before booking a private home visit or clinical consultation with **Uryflow urology services** by booking an appointment or authorizing care, you (or your legally authorized representative) agree to be bound by these terms.

1. Scope of Service & Clinical Duty of Care

1.1. **Uryflow urology services** provides registered nurse-led clinical services in community and home settings, including catheter care, Trial Without Catheter (TWOC), bladder scans, and related urological interventions. 1.2. Our services are supplementary to, and do not replace, primary NHS emergency care. In the event of an acute medical emergency (e.g., severe urosepsis, haemorrhage, unmanageable trauma), our clinicians reserve the right to call NHS Emergency Services (999) and transfer care immediately. 1.3. Treatments are delivered strictly within the clinical competence of our registered nurses and based on a pre-procedure assessment.

2. Booking, Pricing & Payment Terms

2.1 Upfront Base Fee & Pre-Authorization

- **Base Call-Out Fee:** All home visit bookings require payment of the **Base Call-Out Fee (£95.00)** at the time of booking to reserve the clinician's time, travel, and initial assessment.
- **Pre-Authorization:** Upon booking, clients must provide valid debit/credit card details. A hold may be placed on the card to cover anticipated procedural add-ons or consumables.

2.2 Variable Scope & Add-On Fees

- Additional clinical procedures (e.g., catheter insertions, flushing, bladder scanning) and consumables supplied from clinician stock will incur fees as outlined in our **Itemized Service Menu**.
- The clinician will confirm any necessary procedural add-ons with the patient or family prior to carrying out the task.

- All post-visit balances (add-on charges, extended time, or consumables) will be invoiced immediately following the visit and charged automatically to the card on file within **24 hours**.

3. Cancellation, Rescheduling & Refund Policy

We operate a strict cancellation policy to protect our clinicians' schedules and ensure timely access for other patients.

Timeframe	Policy & Charge
Notice given > 24 hours prior to visit	Full Refund of the Base Fee (less £5 administrative card processing fee).
Notice given < 24 hours prior to visit	Base Fee non-refundable (£99 retained). Any pre-paid add-on fees will be refunded.
Client No-Show or Access Denied	Full Visit Charge (Base Fee + scheduled procedure fee) is forfeited/charged.

- **Rescheduling:** Appointments can be rescheduled once free of charge if requested at least **12 hours** prior to the visit slot.

4. Complex Anatomy & Unsuccessful Interventions

4.1. Clinical Assessment: If, upon arrival, the clinician assesses that a procedure cannot be safely performed due to anatomical obstruction, severe pain, strictures, acute infection, or lack of patient consent, the procedure will be halted. **4.2.**

Escalation & Fees: If a catheter cannot be successfully replaced and hospital/A&E escalation is required, the **Base Visit Fee (£95.00)** remains fully payable and non-refundable to cover clinical assessment time, travel, and transfer reporting. Procedural add-on fees will be waived.

5. Home Environment & Health & Safety

5.1. Safe Working Environment: The client or family must ensure a safe, clean, and smoke-free environment for the visiting nurse. **5.2. Pets:** All pets must be secured in a separate room for the duration of the clinician's visit. **5.3. Zero Tolerance:** We operate a zero-tolerance policy regarding physical or verbal abuse, harassment, or intimidation toward our staff. The clinician reserves the right to terminate the visit immediately without a refund if safety is compromised.

6. Patient Equipment & Prescription Consumables

6.1. Clients are responsible for ensuring that routine, GP-prescribed catheter supplies (catheters, night bags, leg bags, flip-flo valves) are available in the home prior to the visit. **6.2.** If prescribed items are unavailable and the clinician must supply

stock from emergency backup inventory, additional supply charges will apply as per the Service Menu.

7. Data Protection & Confidentiality

7.1. All clinical records and personal data are handled in strict compliance with UK GDPR and the Data Protection Act 2018. 7.2. Clinical reports may be shared with your NHS GP or hospital consultant where relevant to maintain continuity of care, unless explicitly declined in writing prior to treatment.

Patient / Guardian Acknowledgment

By signing below or ticking the agreement box during online booking, you confirm that you have read, understood, and accept these Terms and Conditions.

Patient Name: _____ **Representative**
Name (if applicable): _____ **Signature /**
Authorization: _____ **Date:** ____ / ____
/ 20____