


Booking an appointment

Self-Referral
Patient self-refers and books an appointment online or call **National Enquiry Centre**
T: 0800 404 6697
T: 0141 300 60965

GP/other Healthcare Professionals Referral
Referrer sends the patient's referral letter to the hospital, and the patient is then contacted by the hospital team with the appointment date and time.
LIH Reception
T: 020 3925 1623

Insured
Patients using private medical insurance must seek pre-authorization before their initial consultation.
National Enquiry Centre
T: 0800 404 6697
T: 0141 300 60965

Outpatient department

 **Patients can use our finance option for any diagnostics, outpatient procedures, and treatment**


Self-Referral
If scans/imaging are required, a consultant will refer the patient and the Imaging Department will contact the patient with an appointment date and time.


Self-Pay
If patients are paying for themselves, they should contact Patient Liaison Officers (PLOs) at the Self-Pay Office for a fixed price package. If patient wishes to use our finance option, they should apply online after receiving a quote from PLO and an admission letter.


Self-Pay
The Admissions Team will call the patient 7 days before the procedure to confirm any outstanding payment, finance, or insurance preauthorisation.


Self-Pay
Self-Pay patients are required to make payment 7 days in advance of the procedure. Patients choosing to pay through our finance partner require authorisation 7 days in advance of the procedure and must be able to provide proof of this authorisation.


Initial consultation with consultant


Follow-Ups with consultant
Patient returns for a follow-up appointment to discuss any results. If further treatment is required, this will be discussed at consultation, including the pros/cons of said procedure.



The treatment plan and price are agreed upon, the patient confirms they wish to go ahead with the procedure.


The patient receives a letter from the **Pre-Op Assessment Team** with the date and time – attendance is required before the procedure is undertaken. The type and date of the assessment depend on the complexity of the case/procedure.


Outpatient procedures and examinations can take place at an initial consultation, or at the return consultation (smear tests, blood tests, cardiac tests, etc).


Insured
Patient should contact their insurance provider to make the appropriate arrangements and seek authorisation for the agreed procedure or diagnostics.


Insured
Patient should contact their insurance provider to make the appropriate arrangements and seek authorisation for the agreed procedure.



Bookings Team will coordinate with a consultant for a suitable theatre date and time. This will then be communicated to the patient and an admission pack will be posted to the patient with all relevant information necessary for their upcoming procedure.

Insured
Patients require authorisation 7 days in advance of the procedure and must be able to provide proof of this authorisation.

Admitted care


The patient attends the hospital on the arranged procedure date and undergoes treatment.


The patient is discharged following an appropriate length of stay and recovery.


The patient returns to the same consultant's clinic for a follow-up appointment(s) 1-6 weeks after the procedure.
The patient returns for post-op aftercare if required.

Advice was given, no further treatment was required at this stage



Find more about flexible finance

Self-Pay office:
T: 020 7780 2419

LIH Reception:
T: 020 3925 1623