

Cromwell Hospital

London's premier independent hospital

Welcome to Cromwell Hospital

Since opening in 1981, the Hospital has established itself as an International Centre of Excellence. With over 600 consultants from London's teaching hospitals, the Cromwell provides each patient with access to an exceptional range of medical expertise, supported by state-of-the-art technology.

This Outpatient Guide is designed to give you some general information about the Hospital and information you may need regarding your outpatient visit.

Useful numbers

Main Switchboard: 020 7460 2000

Appointments: 020 7460 5700

Patient Relations: 020 7460 5735

Outpatient Accounts: 020 7460 5569

Outpatients fax: 020 7460 5601

Security: 020 7460 5575

Further information

If you require further information regarding any aspect of the Hospital, please contact the Marketing Department on 020 7460 5900, or visit our website at:

www.cromwellhospital.com



Your appointment

Canceling or rescheduling your appointment

To cancel or rearrange your appointment please contact our Outpatient Appointments Department on 020 7460 5700. If possible, please give 48 hrs notice so we can advise your Doctor.

Undergoing diagnostic tests

You will normally undergo any pre-planned tests prior to your consultation after registration. If you need a diagnostic test as a result of your consultation, you may be able to have this carried out at the same visit.

Getting your results

Your Doctor will advise you at the time of your consultation when your results will be ready.

Paying for treatment

Any tests normally need to be paid for at the time of registration, even if you have health insurance. Most insurance companies request that charges for consultations and investigations are paid for by the patient initially and then claimed back.

Doctors fees and Hospital charges are normally settled separately. The Hospital accepts all major Credit Cards, Debit Cards, Cash and Sterling Travellers Cheques (with valid Passport) as well as cheques drawn from a UK bank account.

What to bring with you

- ✓ Your Medical Record Number (if you have one).
- ✓ Any relevant documentation, e.g. letter of referral, private medical insurance documentation or Letter of Guarantee. If you have insurance it is advisable to call your Insurance Company to confirm your level of cover.
- ✓ If your account is being guaranteed by a company or embassy, please ensure that the Letter of Guarantee has been received by the Hospital prior to your arrival. If this is not possible, please bring it with you. Please note that without a Letter of Guarantee you may be asked to pay for the tests yourself.

General Information

Interpreters

We have an on-site Arabic and Greek interpreting service for patients. If you need an interpreter, please call our Patient Relations Department on 020 7460 5735.

Mobile phones/payphone

Mobile phones are permitted to be used within the Outpatient waiting area, however we ask that you be considerate to other patients and keep volume and calls to a minimum. There is a pay phone for general use situated in the Outpatient waiting area.

Pharmacy

The Hospital has a comprehensive dispensing pharmacy which also offers over the counter medicines and remedies.

Refreshments

There is a complimentary vending machine serving hot and cold drinks in the Outpatient waiting area.

Security

The safety and security of our patients is paramount. If you require assistance from our Security Department please contact the Security Manager on 020 7460 5575.

Smoking

To ensure compliance following the introduction of the Smokefree legislation which came into effect on July 1, 2007, smoking is prohibited in the Hospital and on Hospital premises, with the exception of the designated smoking areas – for patients and relatives this is the Roof Garden on the 2nd Floor.

Taxis

A taxi can be booked for you by Main Reception.

Appointment details

| |
|------------------------|
| Doctor's name: |
| Medical record no.: |
| Date: |
| Time: |
| Investigation(s): |
| Dept: |
| Pre-test instructions: |

We recommend that you arrive 10 minutes prior to your appointment time to allow for registration.

Clinical department numbers

Cardiology: 020 7460 5755/6
Chemotherapy Day Unit: 020 7460 5768
CT Scanning: 020 7460 5613
Dialysis Unit: 020 7460 5966
Health Screening: 020 7460 5856
MRI Scanning: 020 7460 5612
Neuro-rehabilitation: 020 7460 5750
Nutrition & Dietetics: 020 7460 5566
Paediatric Outpatients: 020 7460 5700
PET/CT: 020 7460 5542
Pharmacy: 020 7460 5570
Physiotherapy: 020 7460 5749
Radiotherapy: 020 7460 5626/7
X-ray & Ultrasound: 020 7460 5746/7

How to find us

Via road

The Hospital is located on the main A4 road coming into London from the M4.

Via tube or bus

The Hospital is just a few minutes walk from Earls Court, High St Kensington and Gloucester Road tube stations. It is also on the 74 and A1 bus routes.

Parking

Due to the location of the Hospital, parking is restricted. However, there are several parking meter spaces in the streets surrounding the Hospital which are available for up to 4 hours.

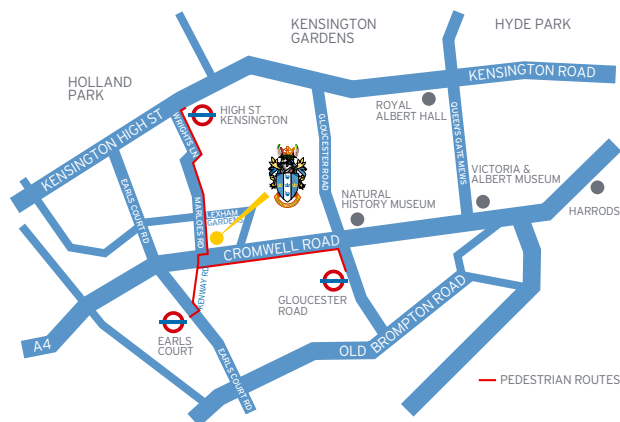
Congestion Charge

The Cromwell is situated just inside the London Congestion Charge Zone. Hours of operation are Monday to Friday 7:00am – 6:00pm (excluding public holidays). For information on how to pay the charge please go to the Transport for London web site at www.cclondon.com.

The main entrance to the Hospital is on Marloes Road.

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Outpatient guide



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