



Caer Health Services Terms and Conditions:

Pricing: All Pricing quoted is valid for 30 days, however, our terms and conditions will remain as stated for the full duration of the provision and/or contract.

Payment Terms: Payment terms are 30 days from invoice date, unless otherwise stated. Private medicals are cash payments on the day of appointment. Our preferred method of payment is by BACS.

Official Purchase Order: If a purchase order number is required for invoicing purposes, please issue this at time of booking appointments.

Cancellation policy: Caer Health Services operates a cancellation fee policy:

- More than 5 working days' notice - no charge
- Less than 5 working days' notice - 100% charge
- Same day cancellation - or failure to attend - 100% charge

It is your responsibility to ensure that employees are informed to arrive at a clinic location 10 minutes before the appointment time. Caer Health work to a strict appointment schedule and reserve the right to refuse service delivery at full cost to the client company where an individual shows up 15 minutes late to an appointment.

Confidentiality: All medical, financial & Intellectual property related to any contract will remain confidential and will not be divulged to any third party, subject to statutory and legal responsibilities.

Medical information: Retention of all medical records associated with the provision will be held in a secure room and in a lockable filing cabinet on site at Care Health or in a lockable cabinet provided by the client and held on client's premises. Only Caer Health staff will have keys to filing cabinets.

Implied understanding and agreement: Bookings made by telephone will be on the understanding that these terms and conditions have been read and agreed.

laboratory Tests & Costs: Any extra laboratory tests or associated costs that become necessary will be charged to the employer as agreed. This includes repeat tests, or any other associated costs.

GP Reports: Requests for GP reports that become necessary and all costs associated with these requests will be chargeable.

RIDDOR and HSE Reporting: We will make you aware of any incidents that are reportable under RIDDOR within the body of the medical report, however it is your duty as the employer to report the incident formally.

Caer Health Services
Penty-Newydd
5a Caerphilly Business Park
Van Road
Caerphilly, CF83 3GS
T: 02920 881967
E: info@caerhealth.co.uk
www.caerhealth.co.uk

Service Commitments for referrals to Caer Health Services:

Our service standards and commitments to our referral partners are clear and precise; you are working with a company that always delivers high quality medical assessments with timely reporting.

- 1). Caer Health Services will agree the type of consultation, timing and costs in advance with you the client. Should specialist or GP reports be required following the consultation this will be discussed with you before any request for such report is made.
- 2). You the Client will provide all relevant information on each referral to include sickness absence information, job descriptions of the referral and any additional relevant information pertaining to the referral. Such information should be received by Caer Health Services no less than 5 days prior to the scheduled consultation.
- 3). When a consultation is arranged with Caer Health Services an email with the appointment details will be sent to you the client.
- 4). Our report will be clear, concise and will address questions asked at the consultation including findings recommendations and prognosis.
- 5). This report will be emailed to you the client within 5 working days of the consultation or earlier if possible, unless consent has been withheld by the employee.
- 6). Our report will provide recommendations and advice about reasonable adjustments for the employee, including the type of duties that could be undertaken if fitness to work is in question.
- 7). Where possible a likely date on when the employee could return to work will be stated.

Medical consultations will be conducted in a confidential and ethical manner. The services will comply with the Data Protection Act and Access to Medical Reports Act.

Force Majeure: We will be released from all liability to the client if performance of the contract is delayed or prevented by any cause whatsoever beyond our control.

Contact details:

Telephone: 02920 881967 Fax: 02920 864787 Email: enquiries@caerhealth.co.uk

Caer Health Services, 5a Caerphilly Business Park, Van Road, Caerphilly CF83 3GS

Authorisation:

Signed: _____ Date: _____

Name of Company/Organisation: _____