

Cambridge
HEART CLINIC



World Class Private Patient Cardiology Services
in partnership with Addenbrooke's Hospital

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Welcome to the Cambridge Heart Clinic – a brand new, state-of-the-art, private patient cardiology centre.

Our aim is to provide first-class independent healthcare for patients in a safe, welcoming and comfortable environment. We put our patients first, and everything we do is with the purpose of making you feel valued and special. We want you to enter the Cambridge Heart Clinic knowing that you are entering a safe, friendly and caring environment. And we want you to leave knowing that you have had a patient experience of the highest quality.

We hope the information in this brochure will help to prepare you for your visit and reassure you that you are entering a facility where you can expect to receive expert, personalised care.



England's healthcare watchdog

Cambridge Heart Clinic is registered with the Healthcare Commission and audited for the quality of its patient services on a regular basis.

About The Cambridge Heart Clinic

The Cambridge Heart Clinic is a specialist cardiology centre focused entirely on the management of cardiovascular disease.

The Cambridge Heart Clinic is located within Addenbrooke's Hospital, part of the Cambridge University Hospitals NHS Foundation Trust. Addenbrooke's is one of the largest and best known NHS hospitals in the UK, with a reputation for world-class research and a name synonymous with excellence nationally and internationally.



The Cambridge Heart Clinic provides a comprehensive range of cardiology services that include outpatient based investigations such as screening, electrocardiography, echocardiography and stress tests, as well as invasive cardiac procedures such as angiography and pacemaker insertion. The Heart Clinic comprises a fully equipped outpatient suite, a state-of-the-art cardiac catheter laboratory with electrophysiology equipment and a recovery suite for eight patients with a further five private patient rooms.

Our Heart Clinic is led by a team of Consultant Cardiologists from Addenbrooke's Hospital. They are at the forefront of their respective areas of clinical practice, and are supported by a team of cardiology professionals that includes specialist nurses, physiologists and radiographers. Together, they provide expertise across every aspect of cardiovascular disease management.

Our referral process is simple and efficient with waiting times kept to an absolute minimum. We offer easy access with free parking close to our Heart Clinic. Outpatients see our consultants in the dedicated 'Regent's Park Suite' and diagnostic tests can usually be carried out at the first appointment. If you require a catheter laboratory procedure we will make your stay with us as comfortable as possible.



You will be escorted to a private room with ensuite facilities, flat screen television with a choice of DVDs, DAB radio, direct telephone, Egyptian cotton bed linen, nurse call facilities and a menu selection of quality food and wine.

In summary the Cambridge Heart Clinic provides world-class specialist care and the very highest standards of service, backed up by the confidence of being in a top-performing NHS hospital. So whether you are insured or paying for your own treatment, we are happy to welcome you.

“Expertise across every aspect of cardiovascular disease management, from outpatient consultation, diagnosis and screening, through to performing complex pacing and interventional cardiology procedures.”

About The Cambridge Heart Clinic (continued...)



The Cambridge Heart Clinic is a partnership between Cambridge University Hospitals NHS Foundation Trust and a company called Regent's Park Heart Clinics.

Regent's Park Heart Clinics is a specialist cardiovascular services company that has been delivering invasive cardiology services in partnership with Addenbrooke's Hospital since 2006. The company has established a track-record of developing cardiovascular joint ventures with the NHS since 2002 and is the fastest growing independent provider of cardiovascular services across the United Kingdom. The Cambridge Heart Clinic is the first in a series of specialist cardiology centres the company is developing across the UK. The partnership between Regent's Park and Addenbrooke's Hospital means that private patients are assured of a first-class patient experience in a safe, high-quality environment. It also means that the Trust can re-invest surplus monies back into NHS patient care.



Professional standards

The Cambridge Heart Clinic is committed to the highest standards and undergoes regular assessment from the Healthcare Commission and takes part in quality assurance programmes such as BUPA quality accreditation.

Our philosophy

Our guiding philosophy is that every patient with heart or cardiovascular disease should have access to healthcare of a world-class standard.

“The Cambridge Heart Clinic provides high quality, patient-focused cardiac care using the most advanced equipment and experienced, well-trained staff.”

Our mission & principles

Above all else, we are committed to the care and improvement of human life.

In recognition of this commitment, we strive to deliver high quality, cost effective cardiac care, through excellent service, efficient operations management, well trained staff, and uncompromising professionalism in the communities we serve.

In pursuit of our mission, we believe the following principles are essential and timeless:

- > **Compassion:**
 - > We treat all those we serve with compassion and kindness.
- > **Patients & People:**
 - > We recognise and affirm the unique and intrinsic worth of each individual.
 - > We never forget that each person is individual and has specific emotional as well as clinical needs.
 - > We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- > **Integrity:**
 - > We act with absolute integrity and fairness in the way we conduct our business and the way we live our lives.
- > **Innovation:**
 - > We seek to innovate and find smarter ways of doing things each day.
- > **Excellence:**
 - > We strive for excellence in all that we do.



Before your arrival

Location

The entrance to the Cambridge Heart Clinic is off the main hospital corridor running between the Addenbrooke's Treatment Centre (ATC) and the concourse. The Heart Clinic is best approached via the ATC entrance and is clearly signposted. A location map is shown on the back page of this brochure.



Pre-admission

A member of our customer support team will attempt to call you prior to your admission to discuss the details of your stay, special dietary requirements and parking arrangements.

To help us ensure your admission process goes smoothly, we would be grateful if you would complete and return the registration form at the back of this brochure. If there is insufficient time for you to return this form, please bring it with you.

If you would like to visit the Heart Clinic before your admission, please call **01223 349349** to arrange a time which is suitable for you.

Preparing for your treatment

If you have been referred for a test you will be able to read information on the test on our website **www.cambridgeheartclinic.co.uk**. If you are undergoing a cardiac catheter lab procedure, your Consultant will provide you with an information leaflet. You may be required to refrain from eating or drinking for several hours beforehand. Your Consultant will advise you if this is necessary.

Items to bring with you if undergoing a cardiac cath lab procedure

We provide items such as towels and toiletries but suggest you bring the following:

- > Nightwear & Personal toiletries
- > Dressing gown
- > Slippers
- > Spectacles
- > Books/magazines
- > Toothbrush and toothpaste

Medicines

If you are taking any pills or medicines (including herbal and natural remedies), please bring these with you and show them to the nurse and doctor.

Valuables

We advise you not to bring large amounts of cash, valuables or jewellery with you, as we cannot be held responsible for their loss or damage. A safe is available if you must bring valuables with you.

“Our guiding philosophy is that every patient with heart or cardiovascular disease should have access to healthcare of a world-class standard.”

Account services

Insured patients

If you are covered by private medical insurance, please contact your insurance company prior to your admission to confirm your policy covers you for treatment at the Cambridge Heart Clinic and to request an authorisation number. You will need to bring with you your insurance membership details, including your policy number. A section to record your insurance details can be found on the registration form at the back of this brochure.

Please note that should an account be rejected or not paid in full by the insurers, you are personally liable for the settlement of unpaid bills.

Cambridge Heart Clinic has direct settlement agreements with the major UK insurance companies.

Self-funding patients

If you are not insured, you will be provided with a quotation for your test or procedure and asked to pay a deposit equal to the expected cost of the treatment on or prior to your admission. Your account will be monitored during your stay and reconciled 24-48 hours after discharge.

Company insured patients

If your account is being paid by a company, please ensure we have received a 'letter of guarantee' prior to or on admission. Your account will be forwarded to the relevant party but please note you are still personally liable for the account.

Miscellaneous charges

You may be asked to leave a deposit to cover visitors meals and telephone calls. If you leave your credit card details, these items will be debited after your discharge and a receipt forwarded to you. You may be given a prescription for drugs to take home with you. Take home drugs are not paid for by insurance companies so these will either be debited from your credit card or you will be asked to pay for them on discharge.

Payment

Cash, cheques and all major credit cards are accepted for payment of accounts and receipts are issued for each payment. Please note your account may not include the fees for your consultant or any other specialist fees and these should be settled directly with them.



Account queries

For account queries, please contact our finance department on **01223 274695**

Upon arrival and during your stay

Upon arrival

Every detail has been thought of to make your experience as comfortable and worry-free as possible. We provide a welcoming, attractive and reassuring environment, with all the amenities you would expect in a first-class private clinic.

Arriving by Car & Free Parking

We recommend you approach Addenbrooke's via the Robinson Way entrance off Long Road and then turn left at Keith Day Road. Please park your car at either the F Level or Treatment Centre car parks and then enter the hospital via the main entrance of the Addenbrooke's Treatment Centre. If these car parks are full, you should use the visitors multi storey car park. Please take the ticket at the entry barrier of any car park & we will provide you with a voucher at our reception to exit any car park free of charge.

Outpatient visit

Please go to our main reception desk and if you have an outpatient appointment you will be met by our customer support team who will check all necessary paperwork and then lead you to our executive waiting lounge in the 'Regent's Park Suite'. We provide newspapers, magazines, flat screen TV, and our hostesses will serve you with complimentary tea, coffee and soft drinks. You will then be met by your Consultant and any necessary tests arranged.

Catheter Lab visit

If you are coming to visit us for a catheter lab procedure you will be escorted by our customer support team to your private ensuite room where a senior cardiac nurse will settle you in and help answer any questions. A guest services directory containing information about the Cambridge Heart Clinic and our facilities will be provided in your room.

Patient rooms

You will be cared for in an individual private room within the Cambridge Heart Clinic. Each of our rooms have ensuite bathroom, flat screen digital TV with a choice of DVDs, DAB radio, direct telephone, laptop internet access, Egyptian cotton bed linen, quality bathroom towels and toiletries, nurse call facilities and a menu selection of quality food and wine.

If it is clinically necessary, you may be transferred to an open unit within Addenbrooke's Hospital, such as the coronary care unit, to enable you to have more comprehensive nursing care.

Hotel services

Day case patients are offered light snacks and sandwiches with hot and cold drinks. Overnight patients have access to a varied menu, including vegetarian options and also a full wine list.

Visitors are welcome to join patients for meals in their room and there are also a variety of visitors' cafés on the ground floor of the main Addenbrooke's Hospital concourse, serving snacks, confectionery and drinks.

Visitors

Visiting hours to the Heart Clinic are flexible and family and friends are welcome at any time before 10pm. For security reasons, all visitors are required to report to the main reception before they can gain access to any part of the Heart Clinic. Our customer support team will check with the nursing staff before allowing you to visit a private room.

If you do not wish to receive visitors, please inform us on admission.

“An entire facility focused on heart and cardiovascular disease.”



Translation

We can provide a translator during the course of any consultation or patient journey. We request advance notice be given for this service on your registration form.

Mobile Phones & Smoking

Mobile phones or smoking are not allowed in any part of the Cambridge Heart Clinic or main hospital.

Comments & Feedback

We feel it is important to understand your needs and receive feedback about our performance. We would therefore be grateful if you would share your views with us and complete the patient feedback questionnaire available in the outpatient suite, your room, or at reception before leaving the Heart Clinic. This form can also be downloaded via our website.



“We put our patients first, and everything we do is with the purpose of making you feel valued and special.”

More Information

For further information about the Cambridge Heart Clinic, please contact our customer support team on

+44 (0)1223 349349

or visit our website:

www.cambridgeheartclinic.co.uk

Services we offer

We provide the following services to our patients:

Outpatient & Consultation Services

- > Outpatient Consultations
- > Cardiovascular Health Screening
- > Resting and Exercise ECG
- > Echocardiography (trans-thoracic & trans-oesophageal)
- > Ambulatory ECG and Blood Pressure Monitoring

- > Blood Tests and Pathology Services
- > Pacemaker Checks
- > Myocardial Perfusion Scintigraphy
- > Plain film X-rays (e.g. Chest, Abdominal X-rays)
- > Computerised Axial Tomography (CT scans)
- > Magnetic Resonance Imaging (MRI scans)

Invasive Cardiology Services

- > Coronary Angiography
- > Coronary Angioplasty and Coronary Stenting
- > Electrophysiology Studies and Ablation
- > Implantable Pacemaker
- > Implantable Loop recorders



“World class specialist care and the very highest standards of service, together with the confidence of being in a top-performing NHS hospital with excellent back-up facilities.”

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www.cambridgeheartclinic.co.uk

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