

## **Welcome to MyHealthcare Clinic**

At MyHealthcare Clinic, we're committed to providing high-quality, accessible care to all our patients. This **Fair Use Policy (FUP)** helps ensure that our services remain efficient, fair, and readily available for everyone. By working together, we can maintain a balance that supports timely and effective care for all our patients.

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### **Purpose**

This policy is designed to encourage responsible use of our doctor consultation services and prevent unnecessary strain on our resources. By adhering to this policy, you help us ensure that every patient receives the care they need, when they need it most.

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### **Scope**

The policy applies to all consultations, whether in-person, over the phone, or via video. It outlines what we consider responsible usage, clarifies what is not covered under our unlimited consultation plans, and explains how we address any instances of misuse.

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### **How You Can Help Us Provide the Best Care**

We value your trust in our services and ask for your help in using our resources thoughtfully. Here's how you can contribute:

- **Book Responsibly:** Please book consultations only when necessary to help us keep appointment availability open for all patients.
- **Arrive on Time:** Attending your scheduled consultations on time, or providing sufficient notice if you need to cancel, ensures our doctors can care for as many patients as possible.
- **Be Open and Honest:** Providing accurate information during your consultation helps us give you the best medical advice.

We're here to support your health and are always happy to help you navigate your care needs.

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### **What's Not Covered by the Unlimited Consultation Plan?**

To make the most of our shared resources, we have set some boundaries for our unlimited consultation plan. This helps us ensure that every patient can access the care they need. Some conditions are better addressed through specialised care rather than frequent doctor consultations. For example:

#### **1. Health Anxiety or Reassurance Consultations**

If you find yourself seeking frequent consultations without new or significant symptoms, our doctors may guide you toward mental health resources or structured support services better suited to your needs.

- You'll find helpful resources on our website, or feel free to ask your doctor for recommendations tailored to you.

We're committed to your well-being and will work with you to find the right support.

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## What Counts as Misuse?

While we aim to provide flexible and inclusive care, there are some instances where consultation services may be overused or misused. This can make it harder for others to access timely care.

Examples of misuse include:

1. **Excessive Consultations**
  - Booking more than **12 consultations per calendar year per individual member**. If your health situation changes, we'll work with you to ensure you're supported.
  - Booking emergency or priority slots for non-urgent issues, as this can prevent others from accessing care in critical situations.
2. **Missed Appointments**
  - Missing an appointment without providing notice means someone else might miss out on care.
3. **Inappropriate Behaviour**
  - Our team is here to help you, and we ask for kindness and respect during consultations. This includes using appointment time for health-related discussions and treating our staff courteously.
4. **Misrepresentation**
  - Booking appointments under false pretences or providing inaccurate medical information can disrupt care. Let us know if you have any concerns or need clarification about your booking.

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## What If You Need Extra Support?

We understand that health needs can vary. If you require more than 12 consultations per year due to a specific medical condition, our doctors will review your situation. Should additional appointments be needed, these will be charged at a discounted member rate of £50 per consultation.

Our clinical team is always happy to discuss your care plan and explore options, including specialised care models or extended treatment plans tailored to your needs.

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## Working Together to Ensure Fair Use

We want to keep things simple and fair for everyone. That's why we keep an eye on appointment usage and attendance. If we notice you're booking more consultations than usual or missing appointments frequently, we'll:

1. Send you a friendly reminder about this policy.
2. Apply cancellation or no-show fees, if necessary.
3. Offer additional consultations above the 12-per-year threshold at the discounted member rate of £50.
4. Discuss alternative care plans if needed.

We'll always aim to resolve any issues collaboratively. In rare cases of repeated or severe misuse, we may need to limit access to consultations or end the membership relationship, but this would always be a last resort.

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## Let's Keep the Conversation Open

We believe in open communication and are here to support you. If you have questions about this policy, concerns about your care, or feel your needs are not being met, please don't hesitate to reach out to us.

- **Contact Us:** [membership@myhealthcareclinic.com](mailto:membership@myhealthcareclinic.com) / 0207 099 5555

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**Together for Better Care**

Your health is our priority, and this policy helps us ensure every patient receives the care they deserve. Thank you for being a valued member of MyHealthcare Clinic. We're here for you every step of the way.