



# IMPORTANT CHANGES

to your registration  
procedure

You will be required to bring a valid debit or credit card with you each time you attend our hospital as a patient.



[www.parkside-hospital.co.uk](http://www.parkside-hospital.co.uk)



[www.cancercentrelondon.co.uk](http://www.cancercentrelondon.co.uk)

Part of Aspen Healthcare [www.aspen-healthcare.co.uk](http://www.aspen-healthcare.co.uk)

Your card details will be recorded and stored securely and in the event that you incur charges that are not covered by your insurance or employer, we may use these details to take payment.

## Frequently asked questions

### **Why do you need to swipe my debit or credit card?**

We need to store your card details to cover any charges you may become liable for during your treatment.

### **Will you inform me before you use my card details?**

You will receive a detailed statement showing any outstanding charges before we take payment. You will have a minimum of 10 days to query your bill and/or make payment.

We may then use your stored card details to take the payment but we will send you confirmation in the post.

### **Are my stored card details safe?**

The way in which we store your card details complies with the Payment Card Industry Data Security Standard (PCI DSS), which was developed by Visa, MasterCard and other credit card providers, protecting cardholder data from fraud.

### **Do I still have to give you my card details if I am insured?**

Yes. We may need to use your details to pay for items that are not covered by your insurance. These may be items such as take-home drugs, telephone calls, visitors' meals, crutches, exclusions, insurance excesses and shortfalls.

### **Do I have to give you my card details if I have paid up front?**

Yes. It is possible that you may incur additional charges during your stay that were not included in the package price. These may be items such as take-home drugs, telephone calls, visitors' meals or further tests.

### **I don't expect to incur any additional costs.**

Your stored card details will not be used if you do not incur any additional costs.

### **I don't have a debit or credit card.**

It is acceptable for a friend or a family member to store their card details on your behalf.

### **Will you need to swipe my card every time I attend?**

We will ask you to store your card details again if the stored card has either expired or if we stored your details more than 3 months ago.

### **What debit/credit cards do you accept?**

We accept most major credit cards.



Parkside Hospital  
53 Parkside, Wimbledon, London SW19 5NX  
T: 020 8971 8000  
E: [info@parkside-hospital.co.uk](mailto:info@parkside-hospital.co.uk)



Cancer Centre London  
49 Parkside, Wimbledon, London SW19 5NB  
T: 020 8247 3351  
E: [info@cancercentrelondon.co.uk](mailto:info@cancercentrelondon.co.uk)