

Pre-Registration Requirements for Consultation Appointments

To ensure that we can support your appointment requirements, we will need to receive your clinic list before 15:00 on the day before the applicable clinic takes place. Your clinic list should be e-mailed to Cliniclists@thelondonclinic.co.uk.

If you need to circulate your clinic list to other departments in the Clinic (e.g. if appointments are supported by a CNS) please continue to do this.

It is important that the clinic lists are sent with all of the details listed below. We will be in touch with you to discuss any details that are missing.

Please be aware that lists received late, or missing mandatory information, will result in a delay to your planned appointments.

Mandatory Patient Data

The patient information we require for pre-registration includes the following:

Appointment

- Appointment time
- Appointment type: New, Follow Up
- Patient details
- Patients surname
- Patients first name (as stated on the birth certificate or passport, we cannot accept nicknames or abbreviations)
- Date of birth
- Full UK address, including postcode
- Postcode
- Contact telephone numbers – mobile, work, and home
- Email address

GP

- GP name
- GP full address, including postcode

Insurance/Payment details

- Insurance company
- Membership number
- Authorisation code
- Embassy name and address

Patient arrival for their consultation:

Please advise patients to arrive 10 minutes prior to their appointment in order to allow time for the registration process and COVID-19 screening to be completed.

Updates/Additions to clinic lists:

If you need to add patients to your clinic list after you have sent it to the Customer Services team, please update your clinic list and re-send it. We will only be able to support additional patients for the following day if the information is sent to us prior to 3pm. Please outline in the accompanying email who the additional patients are. If you have any questions about this, please call Krystle Tolentino on 020 7935 4444 ext. 6279.