



Moorfields  
Private  
Eye Hospital

## Information for patients:

# Pre-admission



# Thank you for choosing Moorfields Private for your treatment.

This leaflet provides some helpful information to assist you when preparing for your surgery. Please read this information alongside anything you received directly from your consultant.

If you have any questions before your admission please do not hesitate to contact us or your consultant’s practice manager directly.

## How to find us

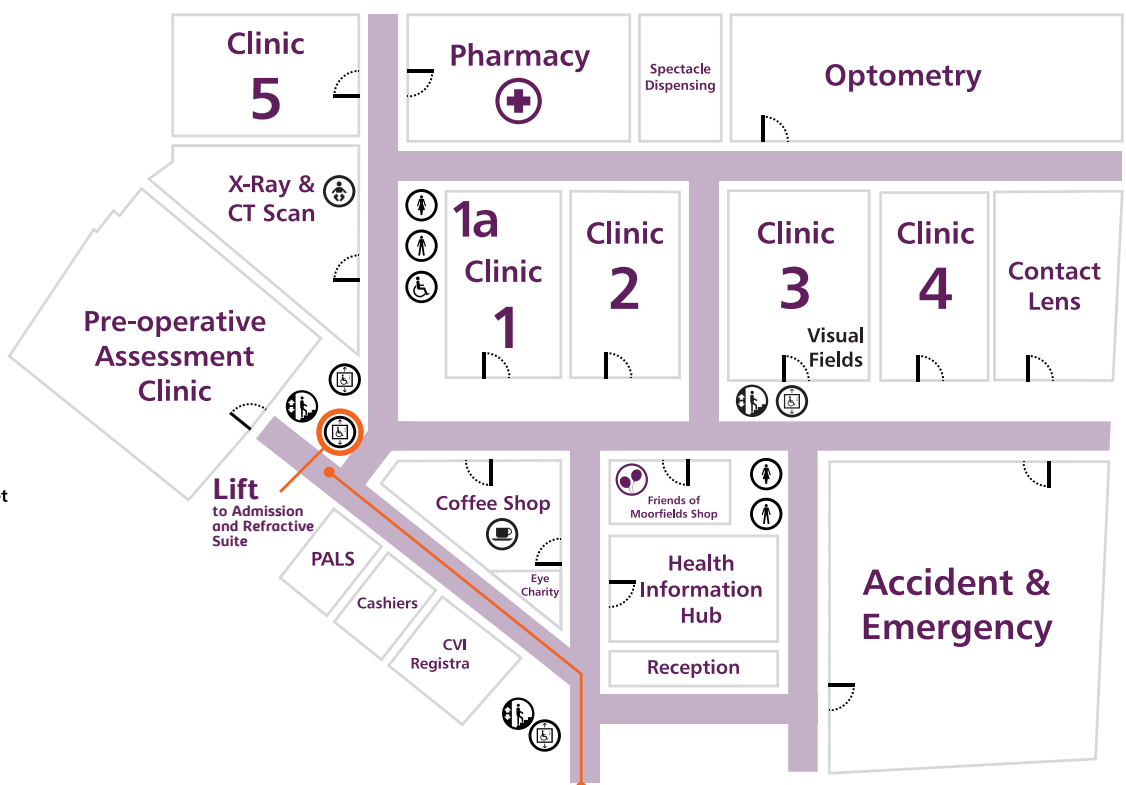
The Moorfields Private Admission & Refractive Suite is on the fourth floor of the main hospital on City Road. This floor is located via the main entrance to Moorfields Eye Hospital, next to the A&E entrance. Please do not attend Moorfields Private Outpatient Centre, Bath Street, which may have been where you attended for your initial appointment.

### Moorfields Private Admission & Refractive Suite

4th Floor,  
Moorfields Eye Hospital  
162 City Road  
London EC1V 2PD

### Key

-  Entrances
-  Stairs
-  Lift
-  Female Toilet
-  Male Toilet
-  Accessible Toilet
-  Baby Change
-  Coffee Shop
-  Shop





## How to find us



### Trains and tubes

The hospital is a five-minute walk from Old Street station on the Northern Line. Leave the station at exit 8 and follow the green line from the top of the steps straight to the front door of the hospital. First Capital Connect services between Hertfordshire and Moorgate. From Moorgate Station you can take a Great Northern line train to Old Street station.



### Roads

Moorfields is on the A501, and is approximately 6.5 miles from junction one on the M1. There is very limited meter parking near the hospital. Limited metered parking is available in neighbouring streets and the nearest NCP car park is located approximately 10 minutes away, in Finsbury Square.



### Buses

21, 43, 55, 76, 141, 205, 214, 243, 271 and 394 serve City Road and Old Street.



## Before you arrive

If you experience any changes in your health after your nurse telephone assessment but before your surgery, please let us know on the number below. If there is a chance you could be pregnant please also inform us. Your surgeon will need to confirm how we can safely continue with your care. Please call the ward team on: **0207 566 2601**

You will be asked to come to the ward before the time of surgery so that the nurses can carry out observations, and complete the admission process before you are taken to theatre.

If you need to reschedule your procedure for personal reasons please let us know at your earliest convenience so your surgical slot can be offered to another patient. This helps ensure patients can be seen as soon as possible.



## Pre-assessment call

A pre-assessment call is arranged for you before your surgery. The nurse on this call will confirm some details with you and ask you questions about your health. Please note this will come from a telephone number which will say 'number withheld'.

Please advise your consultant's practice manager if you need an interpreter for this call or if there is a preferred time of day. We will do our best to accommodate you.

If you have had cataract surgery with us and you are attending for surgery on your second eye, you will not need the pre-assessment call unless more than 3 months have passed since your initial operation. However, please do let us know if you have had any significant changes to your health that we should be aware of.



## Covid swabs

We understand that the rules around the UK are changing – however we have strict measures in place to ensure our staff and patients are safe. In order to protect you and make sure you are as prepared for your surgery as possible, we will ask that you take a lateral flow test (LFT) in the 24 hours prior to coming in for surgery.

A minimum of 7 days prior to your surgery you will need to order your LFT kit. Please visit <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>. Please see the steps here to complete the online order for your tests.

### The rules for COVID-19 testing in England have changed

Most people in England can no longer get free tests.

However, you may still be able to get free tests, if for example:

- you're eligible for COVID-19 treatments
- you're being admitted into hospital
- you work in the NHS or in adult social care
- your GP or healthcare professional has recently asked you to get a test

[Find out who can get free tests \(opens in new tab\)](#)

Continue

### Why do you need a test?



- You've been asked to take a test by a doctor or healthcare professional, or you're eligible for COVID-19 treatments, or you're being admitted into hospital
  - You've been asked to take a test because you work for the NHS, or an NHS-commissioned independent healthcare provider, or in adult social care
- or
- Another reason

Continue

### Tell us more about why you need a test



- You've got a health condition which means you're eligible for COVID-19 treatments
  - Your doctor or healthcare professional has told you to get a test because you're being admitted into hospital for a procedure or treatment
  - You've spoken to your GP or healthcare professional recently and they asked you to get a test
- or
- Another reason

Continue

### Which hospital are you being admitted to?

For example, Manchester Royal Infirmary

Continue



## Covid swabs continued

Upon receipt, please familiarise yourself with the contents of the kit and the process for undertaking the test according to the instructions included. If there are any issues with the kit, please call 119 and a replacement kit will be sent to you.

We ask that you take a lateral flow test in the 24 hours prior to your surgery. The kits are usually boxes of 7 so you can have a practice first and repeat tests if you are unsure of the result.

Report your results to <https://www.gov.uk/report-covid19-result>.

If you cannot use the online service, call 119 (free from mobiles and landlines).

Lines are open every day 7am to 11pm. 119 provides support in 200 languages.

You can use the free Be My Eyes app to get help from trained NHS Test and Trace staff. Download the app, go to 'Specialized Help' and select 'NHS Test & Trace' in the 'Personal Health' category. SignVideo is a free online British Sign Language (BSL) interpreter service available for and through 119.

Having reported your result, you will be sent a confirmation, either via text or email, please bring this with you to your appointment. If you do not have access to either of these you can bring a photo of the test, or even the test

itself, sealed in a clear bag, with you to your appointment.

If your test result is positive for coronavirus - do **not** travel to the hospital, you will not have your surgery. A member of staff will contact you with a new date for your surgery. If the result is unclear, void, borderline, invalid or inconclusive, it means it was not possible to say if you had coronavirus when the test was done. You must inform the staff immediately on **020 7253 3411 ext 2769 and 2600**. We are available 0900-1700 Monday to Friday. Outside of these hours please call the ward on **0207 566 2601**. We are available 0800-2100 Monday to Friday and Saturday 0800-1800. We are closed on Sundays.

If you are an international patient and not registered with the NHS please attend any pharmacy and request to purchase an LFT test kit following the instructions provided and then either bring a photo of the test, or even the test itself, sealed in a clear bag, with you to your appointment.

The number to contact for queries is **020 7253 3411 ext 2769 and 2600**. We are available 0900-1700 Monday to Friday. For queries outside of these hours please call the ward on **0207 566 2601**. We are available 0800-2100 Monday to Friday and Saturday 0800-1800. We are closed on Sundays.



## **Medication**

Please bring with you all relevant medical information and prescribed or non-prescribed medication you are taking. Please ensure any medication is in its original packaging. This is helpful for the clinical teams who will be caring for you during your time with us.



## **Allergies and dietary requirements**

Please advise the nursing team if you have any allergies to any foods, latex or medicines or have any special dietary requirements. Our catering team will gladly assist you on your arrival.



## **Day surgery**

If you're visiting us for a treatment that can be undertaken within 6 hours and you are not staying overnight, you'll be doing so as a day-case patient. You will be discharged when it is safe to do so after assessment following surgery. We may ask you to wait in our discharge lounge if you are fit to leave but your companion has not yet arrived to collect you.

Please do not arrange transport/ taxi ahead of your visit as we cannot guarantee when you will be fit to be discharged. Please speak to your nurse if you have questions about the length of time you will be in the hospital.



## **Overnight stays**

If you are staying overnight, please bring personal toiletries such as toothbrush and toothpaste, shampoos, denture cleaners, shaving equipment, hairbrush/comb and nightwear. We will provide you with towels.

You may wish to bring books, magazines and other things to pass the time. WiFi is available should you wish to bring a tablet or laptop. You are welcome to bring your mobile

phone (although, in some areas of the hospital, using a mobile phone is not allowed).

There are lockers available in each room, but please note that we cannot accept responsibility for any personal possessions brought into the hospital. If you need to bring certain valuables into the hospital, please make sure that you are fully covered by your own insurance.



## **Companions**

Normally, relatives/friends are not encouraged to stay with patients. However, permission may be granted for a carer under exceptional circumstances. Please inform your consultant's practice manager who can assist with your request.



## **If you have been asked to fast**

You may have been asked to fast before your procedure. Fasting means not eating or drinking for a certain amount of time. Fasting is usually necessary for surgical procedures involving a general anaesthetic, which means you'll be asleep.

Your consultant will let you know how long you need to fast for during your pre-operation screening, which will normally happen at a date prior to your actual operation.





## On the day of admission

Please do not arrive earlier than advised. This helps us maintain social distancing. The reception team will direct you to the relevant suite for admission.

You will be required to complete a registration form. Please bring the name and address of your insurer, policy number and authorisation code with you if relevant.

You will be shown to room and given time to settle in. Once settled, your nurse will ask you a number of health-related questions and undertake checks which may include blood pressure and heart rate.



## On your departure

If you are having day surgery, your consultant and nurse will be able to advise an approximate time of discharge once you have arrived, day surgery patients are discharged after the consultant has seen you and assessed your recovery.

You may not feel well enough to drive or take public transport, so we'd recommend you arrange for someone to pick you up. If this isn't possible a taxi can be arranged from the main reception on the ground floor or you can also opt for an Uber type service. Black cabs are available directly outside the hospital, to the right of the main entrance.

Before you are discharged we will provide details about any ongoing medication or treatment required. Your consultant's practice manager may arrange follow-up appointments by phone. Any take home medications will be dispensed by our private patient pharmacy team.

If you've accrued extra charges during your stay, you can pay for them before you leave at the cashier's office on the ground floor. If you're not able to do this when you leave, you can settle your outstanding balance by calling us on **0207 566 2449** no later than 3 working days after your departure.



## Paying for treatment

To avoid any delays to your admission, we suggest that you ensure the following are in place before you arrive:

### Prescriptions

Please note: take home medication is not covered by most private medical insurance cover as standard. If your treatment is covered by an embassy or company, payment for any take home medications will be your responsibility on the day unless it is stated in your letter of guarantee.

If you are paying for your treatment yourself, should there be any additional charges incurred for take home medications, you will be asked to pay these in full.

Any medication is agreed with your consultant before prescribing.

### If your treatment costs are covered by medical insurance

It is essential that you contact your private insurance provider directly prior to your admission with us to obtain a valid authorisation number and check whether your policy fully covers your treatment at our hospital. If it does not, you will be liable for any shortfall or excess, which will require payment within 7 days of notification.

### If you are paying your own account

As per the hospital policy you are requested to settle your deposit payment in full prior to your treatment no later than 5 working days ahead of your admission.

We have an agreement with our card acquirer Worldpay where we are able to send secure links via email to our patients to make payment via credit/debit card.

You will receive this link 7 days prior to your admission (unless your admission is an emergency) to the email address provided on your registration form. Please note the link will become inactive after 5 days from its issue date.

The email address this will come from is [do-not-reply@worldpay.com](mailto:do-not-reply@worldpay.com)

Alternatively, you can make a payment to us via bank transfer (BACS) using your hospital number and a date of admission as a reference for your payment. Our bank details are:

**Bank Name:** NatWest

**Account Name:**

Moorfields Eye Hosp NHSFT

**Account Number:** 10001891

**Sort Code:** 60-70-80

**IBAN:** GB18NWBK60708010001891

**SWIFT:** NWBKGB2L

If you wish to pay over the phone, please contact our private patient's finance team Monday to Friday on: **0207 566 2449** or **0207 566 2830**. We are available between the hours of 0900 and 1700.

**If your treatment costs are covered by an embassy or company**

Please provide a letter of guarantee

from your embassy or company prior to your visit with us. This can be sent via email to our Patient Services Co-ordinator at: **moorfields.privateinternational@nhs.net**

Payment for any take home medications will be your responsibility unless it is clearly stated in your letter of guarantee.



## Interpreters

Patients receiving private health care or classed as an overseas patient are required to arrange and fund interpreting or translation services independently or through the designated embassy. Please refer to our website for further details. It is not allowed to use friends or family to translate for you.



## Religious requirements

A multi-faith room is available for our patients and religious representatives. If you would like to arrange a visit from our Anglican Chaplain or from a leader of your own faith, please speak to a member of our team.



## Security

Moorfields Private is protected by 24-hour security, which covers all areas of the grounds. However, please note that we cannot accept responsibility for any personal possessions brought into the hospital.



## Smoking

Smoking or vaping is not permitted anywhere on our premises including entrances.



## Comments about your stay

Your comments are important to us. Please take a moment to provide feedback on your stay with us by [completing our survey](#).

Should you have any queries or concerns about your stay, please do not hesitate to contact your consultant's practice manager directly, or a member of your nursing team on 0207 566 2601.



## Your preparation checklist

- Inform us if there have been any changes to your health since your telephone pre-assessment or your first surgery if attending for cataract surgery.
- Complete the covid swab test and return to the lab as per instructions – inform us if you are asked to isolate for any reason.
- Let us know if you need an interpreter to assist during your visit.
- Bring any medication you regularly take, in the original packaging.
- Follow all fasting instructions as provided by your surgeon.
- Arrange for someone to collect you, or plan your journey home after surgery.
- Ensure your deposit is paid no later than 5 working days ahead of your admission, but be aware additional charges or medication on discharge is chargeable. Therefore, your deposit might not always cover all the associated fees.
- If insured, contact your insurer directly to clarify your policy cover and obtain a valid pre-authorisation code for your treatment at the hospital.
- Provide a valid policy and pre-authorisation details to the hospital admissions department ahead of your admission, no later than 5 working days prior to your treatment at the hospital.



## Key phone numbers

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<b>Cumberledge Ward</b>	0207 566 2601	Monday to Friday 0800 - 2100 Saturday 0800 - 1800 Sundays CLOSED
<b>Admissions Team</b>	0207 566 2600	Monday to Friday - 0900 - 1700
<b>Finance Team</b>	0207 566 2449 0207 566 2830	Monday to Friday - 0900 - 1700
<b>Swab queries</b>	020 7566 2600 ext 2214	Monday to Friday- 0900 - 1700

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