

HCA Healthcare UK

Medical Concierge Centre

Welcome

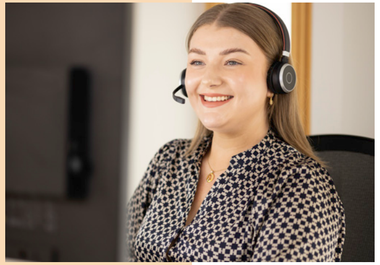
HCA Healthcare UK's Medical Concierge Centre is our clinically-led service that helps fast-track your access to the right specialist, from initial consultations to screening and diagnosis, second opinions and hospital transfers. Open 24 hours a day, 365 days a year, our award-winning centre offers a single point of contact for all your healthcare needs.

That means a premier patient-centred, seamless service that makes arranging healthcare simple and stress-free. Our Concierge Centre team respond to all enquiries in real-time to support seamless admissions into HCA UK facilities. This includes arranging appointments, managing transfers and booking ambulances, liaising with insurers and embassies to arrange coverage, and keeping patients and their families informed at every step.

As the only concierge centre operating within a hospital network, we offer unparalleled speed and access to consultants and treatments across our hospitals, medical centres and outpatient facilities. This access is further supported by our diverse team of clinical nurse specialists staffing the centre, who guide each patient personally throughout the entire process to offer continuity of care.

We also work within HCA UK's best practice governance framework, which is built around uncompromising patient safety standards. Many of HCA UK's hospitals and facilities have achieved the highest Care Quality Commission (CQC) rating of 'Outstanding', and the Concierge Centre itself has been awarded 'Best Healthcare Concierge Service' in Greater London by the Private Healthcare Awards for the last four years.

All of this helps us to achieve our aim of supporting our patients at every step of their healthcare journey – treating them with dignity, respect and care from initial arrival through to follow-up care once they've been discharged and return home.



Urgent admissions

We offer a 24-hour direct admissions service for GPs and consultants to refer unplanned, urgent cases into HCA UK's private network. With a high capacity across five hospitals in London and Birmingham, and specialist acute medicine consultants and clinical nurse specialists always on-call, patients will receive the expert medical intervention they need in a timely manner.

All five of our acute admissions facilities are equipped with the most advanced emergency diagnostic and imaging facilities, ensuring they're ready to facilitate and care for even the most complex clinical cases.

All urgent cases are overseen by a clinical member of the team, and we can provide seamless access into HCA UK's private ICU network – the largest in London.

We offer:

- Access to inpatient facilities for patients requiring acute medical or surgical care, including ICU facilities.
- One concierge team managing the entire admissions process.
- Private ambulance service from a patient's home, embassy, GP surgery or hospital.

On-site support:

After admission, we provide on-site, consultant-led assessments supported by:

- Resident doctors
- On-call consultants
- Specialist nursing teams
- Direct access to imaging services, pathology, intensivists, anaesthetists



For rapid response referrals, please contact:

E: medical.concierge@hcahealthcare.co.uk

T: +44 (0)20 7616 4999

Patient transfer service

If you have a patient admitted to hospital as an inpatient who would like to be transferred to an HCA UK hospital, the HCA UK Medical Concierge Centre can arrange this for you. Our team have facilitated thousands of patient transfers from NHS hospitals into HCA UK facilities, so they'll ensure the handover and admissions process goes smoothly for you. And if an ambulance transfer is required for transport to an HCA UK facility, we'll organise that too.

In the case of major accidents or life-threatening conditions, we'd always recommend calling 999 for an ambulance and immediate admission into an NHS A&E. When the relevant hospital states that the patient is medically stable, we're happy to help co-ordinate a transfer into an HCA UK facility, should the patient wish.

From the moment you call, our medical team will personally manage the entire referral, ensuring your patient is quickly and seamlessly transferred to the most appropriate HCA UK hospital to receive consultant-led care without delay.

"I just wanted to **thank everyone for the hard work** in helping with the transferring of my friend's husband from the NHS in the South to The Wellington Hospital. Without the teams support and determination, this transfer would never have taken place. **The team has been the support and lifeline we needed. "**



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International patients

Our dedicated, clinically-led international team has helped patients from over 90 countries seamlessly transfer into the care of our leading hospital network and get the expert diagnosis and treatment they needed.



Going the extra mile:

Following a major earthquake in Croatia, we collaborated with a UK-based embassy to airlift and medevac a critically ill, pregnant patient to London to receive specialist care and, ultimately, give birth safely.

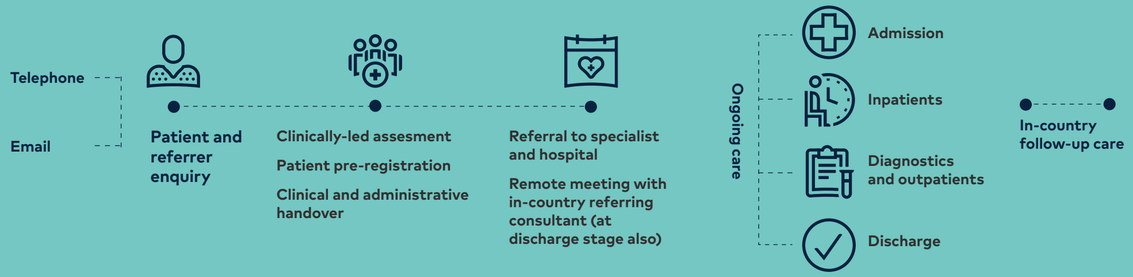
All repatriations are overseen by a clinical member of the Medical Concierge Centre team. We'll manage the admissions process, obtaining the most up-to-date medical information from the medical specialist who is currently treating the patient and coordinating a thorough clinical handover.

The HCA UK Medical Concierge Centre is staffed by a diverse group of senior nurse specialists with expert training in medical and surgical care, perioperative services and nursing. The combined experience of our team covers intensive care, acute medicine, accident and emergency, paediatrics, gynaecology, urology, cardiology and cancer care.

With a passion for healthcare and years of experience navigating healthcare needs, our team ensures every patient experience is seamless. We create personalised relationships with patients, linking them to the most suitable consultant at one of HCA UK's leading private hospitals.

HCA UK Medical Concierge Centre

Responsive single-point access for patient enquiries



The vision of the HCA UK Medical Concierge Centre is to provide a physical, welcoming reception for all patients that supports their seamless healthcare journey.

Part of a network of clinical excellence

Seamless pathway administration

24/7 access to concierge services team

Services we offer:

- Bespoke healthcare packages
- Dedicated concierge service with individual support throughout your healthcare journey
- Streamlined fast-track access to all HCA UK services
- Pre-arrival preparation
- Interpreters and translation services
- VIP concierge
- Guidance on latest advances in treatment
- Cultural awareness-trained team

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At a glance

HCA Healthcare UK is one of the UK's leading private healthcare providers

9 Leading hospitals across London, Birmingham and Manchester

Over 3,500 Doctors and clinicians

22 Outpatient centres

4 NHS Partnerships with leading teaching hospitals

Over 800 Inpatient beds

6 Urgent care centres

Over 100 Critical care beds

Over 40 Theatres and surgery centres

Rapid access to HCA UK hospitals rated **'Outstanding'** by the CQC

At the forefront of research and education

Part of **Sarah Cannon** a global leader in cancer research and care

Paediatrics
The Portland Hospital provides the full spectrum of paediatric services.

£500m invested in the last 10 years in the latest technology and leading treatments

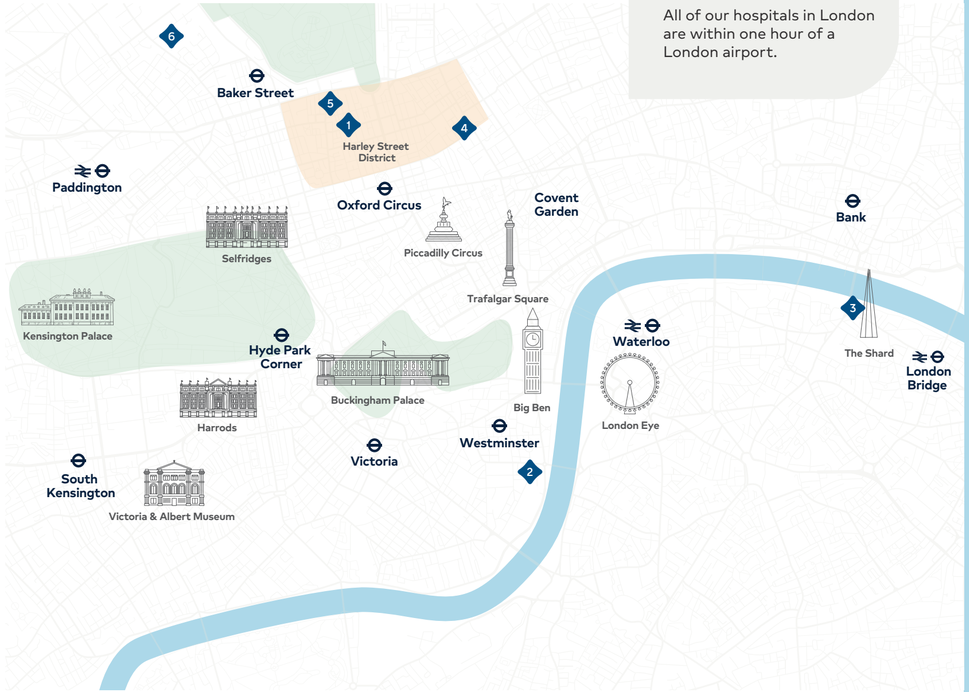
The largest private ITU facilities in the UK

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Our central London hospitals

1. The Harley Street Clinic
   W1G 8BJ
   Regent's Park
2. The Lister Hospital
   SW1W 8RH
   Urgent Care Centre for Adults
   Sloane Square
3. London Bridge Hospital
   SE1 2PR
   Urgent Care Centre for Adults
   London Bridge
4. The Portland Hospital
   W1W 5AH
   Urgent Care Centre for Children aged 0-17
   Great Portland Street
   Regent's Park
5. The Princess Grace Hospital
   W1U 5NY
   Urgent Care Centre for Adults
   Baker Street
6. The Wellington Hospital
   NW8 9LE
   Urgent Care Centre for Adults
   St John's Wood



London airports

< 60 minutes

All of our hospitals in London are within one hour of a London airport.

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Our national network

We offer comprehensive care across HCA UK's network of leading facilities across the UK.

With colleagues based in London, Birmingham and the North of England, the HCA UK Medical Concierge Centre is able to link patients to the services located most conveniently to them.

"I would like to thank everyone at HCA UK for their warm welcome when I was transferred to one of their hospitals. **The staff were extremely helpful and friendly,** putting me at ease for my stay."



The Wilmslow Hospital
52-54 Alderley Rd
Wilmslow
SK9 1NY



The Christie Private Care
Wilmslow Rd
Manchester
M20 4BX



The Harborne Hospital
Mindelsohn Way
Birmingham
B15 2FQ

Our Manchester hospitals are within 30min of Manchester Airport.

The Harborne Hospital is within 40min of Birmingham Airport.

All of our London hospitals are within one hour of a London airport.

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David’s story

In February 2021, David Curtis, a 66-year-old farmer needed quick access to medical care. Like thousands of other patients in his position, he contacted his private health insurer.

He’d been an NHS patient in 2018 after a heart attack that, even after treatment, left him with recurrent chest pain. Delays due to COVID-19 meant David faced a long wait to have this pain investigated, but an angiogram in November 2020 revealed he had coronary artery disease. He needed a triple bypass so, with NHS waiting lists growing as they struggled with demand after the second wave of the pandemic, David decided to speak to his insurer.

His insurer contacted HCA Healthcare UK’s Rapid Response Referral team – a team dedicated to getting patients with time-critical and complex care needs into HCA UK hospitals.

“I spoke to my insurer on the Tuesday,” David recalls, “and I was in London seeing a cardiothoracic surgeon on the Thursday. After months of waiting, it was finally happening.”

David was seen by a cardiothoracic surgeon at London Bridge Hospital, where new echo scans revealed he needed an even more complex procedure – a quadruple heart bypass and a repair to his left ventricle.

Using a graft, the team at London Bridge Hospital carried out the procedure. Eight days after his operation, David was home. He continued his recovery and, by nine weeks, he had made good progress and even started to drive again. The team at HCA UK are still checking in with him and his partner.



“I spoke to my insurer Tuesday, and was in London seeing a cardiothoracic surgeon on the Thursday, with surgery scheduled for the following Monday. After months of waiting, I was so relieved that it was finally happening.**”**

David Curtis

Hear from our patients

“I really cannot thank the whole team enough. **The surgery saved my life**, and I am deeply grateful to all involved. As well as **outstanding clinical care**, the support from the team to me and my family went **above and beyond**.”

“Please do pass my thanks to your managers at HCA UK. Your **service and willingness to go the extra mile** for me and my family has been extraordinary. Thank you!”

“Never in my entire career working with the foreign service and working with many institutions world-wide have I ever **encountered such an exceptional team!** The level of support, day and night, is well beyond anything I have experienced! **Professionalism and caring beyond reproach!** Precious resources in my opinion.”

“I’m greatly appreciative of everything you have done for us **(over the weekend and throughout the night!)”**

Contact us

Email: medical.concierge@hcahealthcare.co.uk
Call: +44 (0)20 7616 4999

Please contact us to discuss your case.
Our team are available 24/7, 365 days a year.

Scan the QR code
to save the medical concierge contact card directly to your phone



hcahealthcare.co.uk

Connect with us

Our Group

The Harley Street Clinic
The Lister Hospital
London Bridge Hospital
The Portland Hospital
The Princess Grace Hospital
The Wellington Hospital
Private Care at Guy's
HCA UK at University College Hospital
The Harborne Hospital
The Wilmslow Hospital
The Christie Private Care
Laboratories
Primary Care
Sarah Cannon Research Institute
Leaders in Oncology Care

HCA Healthcare UK

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