

Telephone Consultations

The Clinic provides patient specific clinical interaction and support with upto date alternatives in treatments by confidential and dedicated telephone access. This service enables access worldwide and is available following a Clinic confirmed appointment between the hours of :

08:00 to 12:00 GMT and

14:00 to 18:00 GMT - Monday to Friday.

New and existing patients are encouraged to use this feature to avail themselves of the latest alternatives in treatment. Initial contact can be established by access from the Contact section to request the 'PATIENT CONFIDENTIAL QUESTIONNAIRE' by email or by completing the same document contained in the Reference section.

The completed 'PATIENT CONFIDENTIAL QUESTIONNAIRE' form is sent by email attachment to: enquiries@highwayhealthpractice.com or my mail to the Clinic address.

Telephone consultations are patient specific and confidential. In order to book Telephone Consultations, diagnostics, products or treatment services the following action is required :

Send in the completed **PATIENT CONFIDENTIAL QUESTIONNAIRE** by Email or

Remit clinic fees to **Highway Health Practice** for required clinical services by:

Bank Transfer to **NatWest: Sort code: 60-03-08 Account No: 74121863** or by,

Cheque payable to Highway Health Practice

An appointment date and time is sent by the Clinic to the patient confirming their contact telephone number for Telephone Consultation and other clinic product or services required.

Appointments once confirmed cannot be changed nor fees refunded and it is the patient's responsibility to be available for their punctual telephone consultation.

The telephone consultation process takes up to one hour and provides patients with up to date clinical alternatives for their illness conditions. During the telephone consultation patients are advised on the best alternative procedures and treatments available to them with further follow up if necessary or if requested. These options are patient specific and are identified during their consultation.

The illness categories that comprise patient care are :

- Cancers
- Auto immune illnesses
- Heart conditions
- Hormonal imbalances
- Toxicity
- Nutrition
- Pain relief
- Lymphoedema

Patients with conditions and symptoms not covered by the list above may contact the Clinic directly via the webpage e-mail Contact feature.

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