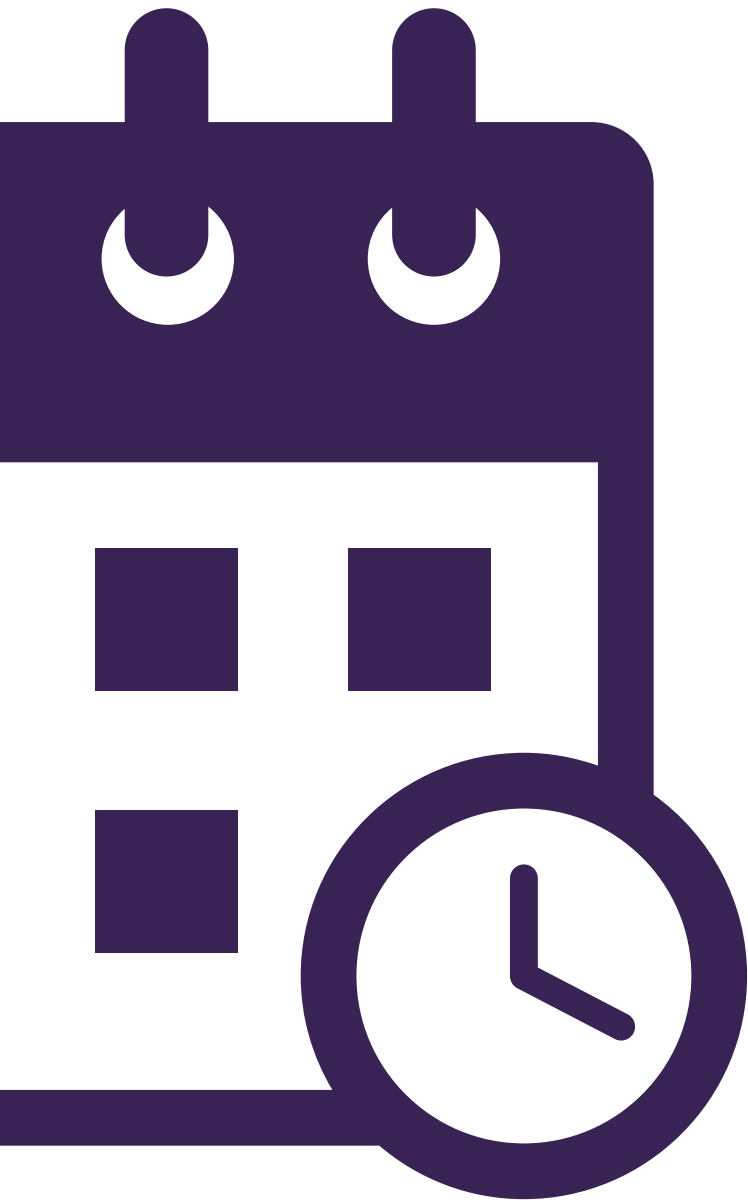


PATIENT INFORMATION

New payment plan

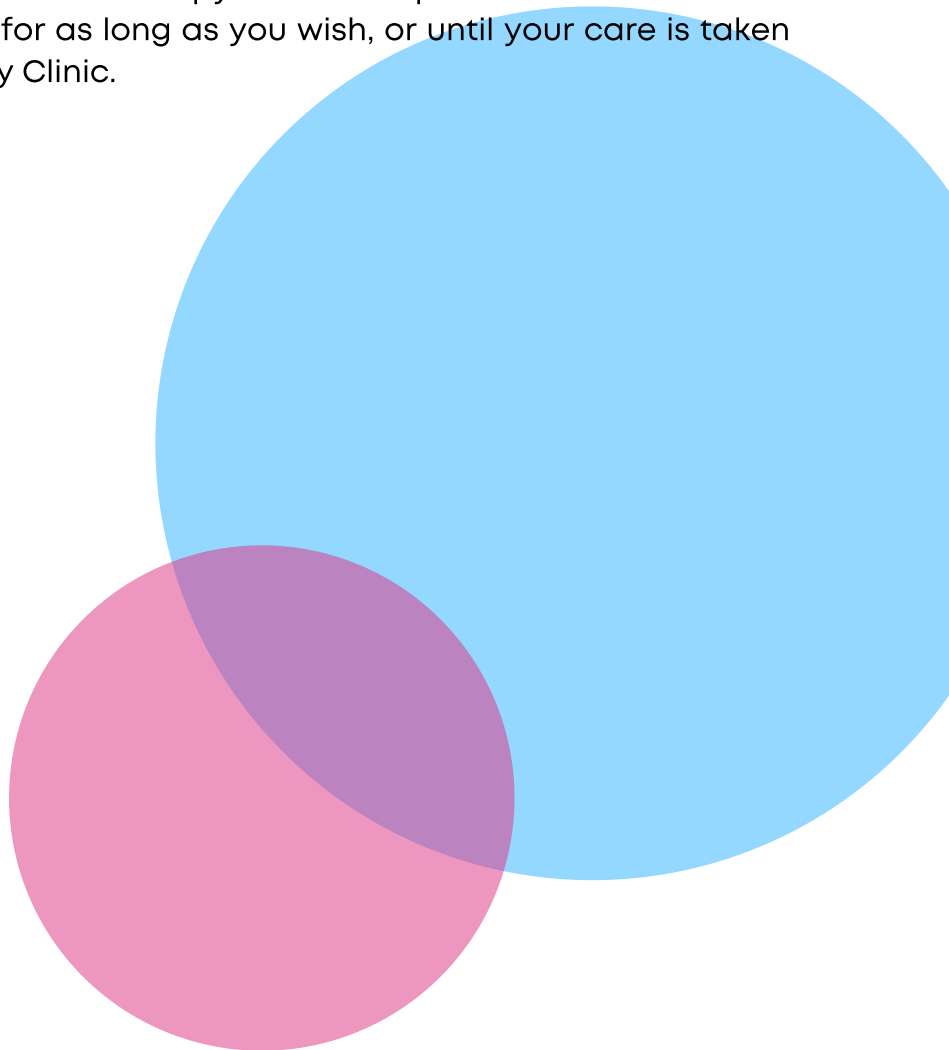


NEW PAYMENT SCHEME

At The London Transgender Clinic, your safety is our utmost priority. We want to ensure that when you commence treatment with us, you are monitored closely so that we can identify adverse reactions to treatment, and manage these promptly without delay, as well as monitoring your progress.

We understand that seeking private care and maintaining your follow-up care can sometimes be costly, therefore we have decided to create an entire treatment package that is payable monthly, enabling you to avoid higher costs all at once.

In the following pages, you will find the care we provide as part of this package and the total cost of your hormone therapy treatment plan. You can continue your hormone journey with us for as long as you wish, or until your care is taken over by an NHS Gender Identity Clinic.



HOW MUCH IS IT?

You will be required to pay an upfront fee of **£150** to book your first appointment and set up your direct debit. The direct debit payments will commence exactly one month after the date of your initial consultation date, and continue until a total of 11 direct debit payments have been made:

For example

1. You pay the upfront cost and book your 'Initial Consultation - Medical History (remote)' for: **Monday 14th September 2020**
2. First direct debit payment withdrawn: **Wednesday 14th October 2020**
3. Second direct debit payment withdrawn: **Monday 16th November 2020** (as the 14th falls on a Saturday)
4. This continues for the total number of **11 months**.

UPFRONT FEE	£150
YEAR ONE (MONTHLY X 11 MONTHS)	£50
TOTAL YEAR 1	£700
YEAR TWO ONWARDS (MONTHLY X 12 MONTHS)	£30
TOTAL ANNUAL FEE	£360

After **Year 1**, the cost will be **£360** for each year that you attend The London Transgender Clinic for the management of your hormone therapy.



WHAT IS INCLUDED?

YEAR 1

STEP 1

- Initial consultation
Medical History (remote) 🖥️
- Initial consultation
Clinical Physical Assessment (in clinic) 🏠

STEP 2

- 6 month follow up (remote or in clinic) 🖥️ 🏠

STEP 3

- 12 month follow up (in clinic) 🏠

YEAR 2 ONWARDS

STEP 4

- 18 month follow up (remote or in clinic) 🖥️ 🏠

STEP 5

- 24 month follow up (in clinic) 🏠

WHAT ELSE IS INCLUDED?

All communication with your GP and **all hormone prescriptions**.

Updated medical letters if required when blood results are reviewed and any adjustments are made to your prescription.

Also included:

- Letter in support of your legal change of name on all documents
- Letter in support of your application for a Gender Recognition Certificate



WHAT IS NOT INCLUDED?

- **Your psychological assessment** is not included, you would need to arrange this yourself, however, we will provide contact details of the Psychiatrists and Gender Specialist Psychologists who work closely with The London Transgender Clinic.
- **LTC is not a licensed dispensary**, therefore, we advise that you take your private prescription to your local pharmacy.

WHAT IF I DISCONTINUE MY TREATMENT?

If you discharge yourself within **Year 1**, you will be required to continue your direct debit until the end of **Year 1** or pay off the remaining amount through a one-off payment. We will then cancel your direct debit for **Year 2**. If you discharge yourself within **Year 2**, you will be required to pay the full remaining amount of the treatment plan, either by direct debit or a one-off payment.

WHAT IF I CANCEL MY DIRECT DEBIT OR MISS A PAYMENT?

If you miss a payment or cancel your direct debit without notifying us first, **3 reminders** will be sent to pay the outstanding balance. In the event you do not pay the outstanding balance, unfortunately, we will have to discharge you from our care and inform your GP in writing. Any outstanding payments will then be collected by our financial and legal teams. We very much look forward to meeting you at The London Transgender Clinic.

