

Application for renewal to the Code of Practice, Treatment Abroad  
Kardiolita Hospital, Lithuania

The application for the renewal to the Code of Practice includes an assessment of the completion of the organisational details and random sampling of the supporting evidence, provided by Severija Baltrene, Kardiolita Hospital to assure continued compliance with 4 sections of the Code of Practice reflected below. In some circumstances further sampling will be undertaken if further assurance is required. This renewal assessment included a random crosschecking of information for the following:

Section	Title	Comment	Outcome
2.1	Details	The application for renewal has been made by Severija Baltrene, Business Development Manager. All information required by the Code of Practice about the organisational has been provided.	Met
2.2	Clinical details	<p>The lead clinician has changed since the original application and is Rasa Bausiene, Medical Director. Details of her relevant professional qualifications, education and experience are available on the website: <a href="http://www.kardiolita.lt/en/about-us/executives">http://www.kardiolita.lt/en/about-us/executives</a></p> <p>All other doctors are listed on the website including a photograph with varying levels of details available about each doctor. Further information can be requested using the online registration facility.</p> <p>You can search for a doctor on the website either by name or view the range of doctors by speciality. The home page notes 240 doctors practising at the hospital across over 45 areas of medicine.</p>	Met
2.5	Payment details	<p>Payment details are available on the website: <a href="http://www.kardiolita.lt/en/information-about-payments">http://www.kardiolita.lt/en/information-about-payments</a></p> <p>Additional information is available in the FAQ section: <a href="http://www.kardiolita.lt/en/faq">http://www.kardiolita.lt/en/faq</a></p> <p>The information is clear and sets out when payments are to be made and how. This includes information where an insurance company is involved. During the renewal process it was confirmed that advance payments are required only from non EU citizens. Individual payment information is sent to patients as part of the arrangements for treatment.</p>	

2.9	<b>Patient Journey</b>	<p>The website “how it works” contains concise bullet point information to give clarity about to expect: <a href="http://www.treatmentinlithuania.co.uk/how-it-works">http://www.treatmentinlithuania.co.uk/how-it-works</a></p> <p>This includes, from the initial contact about treatment to arrangements about travel and collection at the airport and who will look after you through the process. It also states what is included and not included.</p> <p>The same information has also been added to the Kardiolita website which is the local website while the “treatment in Lithuania” website is aimed at international patients.</p>	<b>Met</b>
2.14	<b>Complaint information</b>	<p>The FAQ section of the Kardiolita website contains information about raising a complaint and provides assurance that complaints will be dealt with and responded to.</p> <p>The formal complaints procedures also supported the application setting out the detailed arrangements of how complaints are managed internally. These are generally managed as formal or informal complaints.</p> <p>The renewal application asks the provider to give an example of learning from complaints or feedback. Kardiolita Hospital described having feedback from a patient about information provided on what to bring to hospital with you for longer stays. The hospital reviewed its information to include this aspect and also the hospital keeps a stock of some of those items should a patient forget to bring something.</p>	<b>Met</b>
<b>Conclusion</b>	<b>Kardiolita Hospital have demonstrated continued compliance to the standards assessed above which are part of the Code of Practice by providing supporting information. The assessor is pleased to recommend that the application to the Code of Practice is renewed.</b>		