



# A GUIDE FOR OUR **PATIENTS** 2017



fortiusclinic

# CONTACT DETAILS

You can make an appointment with any of our consultants or specialists by calling Fortius Clinic directly on:  
+44 (0) 203 195 2442

This line is open Monday to Friday 8am to 8pm.  
To speak to a specific department, please see their contact details opposite.

|                        |                      |
|------------------------|----------------------|
| Appointments:          | +44 (0) 203 195 2442 |
| Billing Department:    | +44 (0) 203 195 2442 |
| Imaging:               | +44 (0) 203 195 2446 |
| Nursing:               | +44 (0) 203 195 2439 |
| Urgent Sports Service: | +44 (0) 203 195 6000 |
| Ski Service:           | +44 (0) 203 195 6439 |

Alternatively you can email us or fax us and we will call you back:  
e: [info@fortiusclinic.com](mailto:info@fortiusclinic.com) f: 0203 070 0106

# OUR LOCATIONS



Fortius Clinic in central London is situated on Fitzhardinge Street, close to Selfridges, and just off Manchester Square.

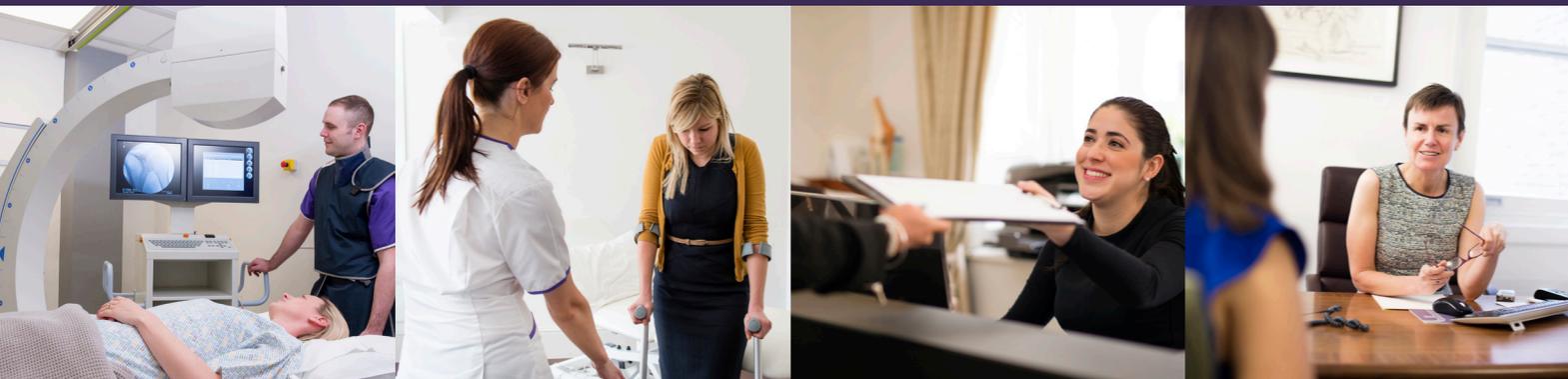
Facilities include:  
9 consulting rooms  
Treatment rooms, X-ray suite  
Ultrasound facilities  
1.5T MRI scanner

There are a few steps leading into our central London clinic, so if you require extra help please make sure to inform a member of staff before your arrival and bring assistance if possible.



Fortius Clinic in the City is situated on King William Street, between Bank and Monument stations.

Facilities include:  
9 consulting rooms  
Treatment rooms  
X-Ray suite  
Ultrasound facilities  
3T MRI scanner



# WELCOME TO FORTIUS

We offer consultation, imaging and outpatient services within the attractive settings of our two London clinics. Fortius Clinic in central London is situated on a quiet residential street in Marylebone, and our City clinic is conveniently located on King William Street between Bank and Monument stations.

We provide care for a wide spectrum of patients, from high performance and recreational athletes with sports injuries, to people with rheumatic and musculoskeletal conditions, arthritis, chronic pain and fatigue syndromes. Every Fortius patient can be confident that they will receive the highest levels of care and treatment, based on the latest evidence and research and using the most up to date procedures and techniques.

Pre-admission services can be offered at our clinics in central London and the City, including on-site imaging and nursing care. Surgical procedures are undertaken in our dedicated orthopaedic day surgical centre in central London and an inpatient Joint Replacement Centre at the Bupa Cromwell Hospital.



Our new day surgery centre is a dedicated orthopaedic unit designed to provide the optimum operating environment, maximising efficiency and minimising the time patients spend in a surgical environment. This stand alone facility has three fully-equipped theatres, a post-operative recovery room and a patient area for same day discharge, with experienced specialist nursing staff on hand to support patient recovery. There is also provision and regulatory approval for limited overnight stay.

## What we offer

- Consulting in Orthopaedics, Rheumatology, Sports & Exercise Medicine, Radiology and Pain Management.
- In-house radiology facilities including digital X-ray, Ultrasound, MRI scanners and Interventional Radiology services as well as other diagnostic and therapeutic procedures.
- Nursing for a wide range of treatments associated with musculoskeletal conditions.
- Specialist biomechanical and gait analysis services.

## About Fortius consultants

- At Fortius, patients can access a multi-disciplinary team of world class specialists including orthopaedic surgeons, musculoskeletal physicians and radiologists, rheumatologists, sports physicians as well as a podiatry service.
- Our experienced consultants are all highly qualified experts in their own field with considerable experience in diagnosing and treating a wide variety of orthopaedic conditions. All of our consultants ensure surgery is a last resort.
- Our extensive team is made up of consultants who are experts in the treatment of knee, foot & ankle, shoulder, elbow, hand & wrist, spinal and hip injuries. This means that we are able to direct patients to the specialist who is best qualified to treat the specific injury or condition. Our consultants hold regular sub-specialty team meetings to discuss complex cases and decide on the most effective course of treatment.

To find out more about our team and their credentials, visit us at [www.fortiusclinic.com](http://www.fortiusclinic.com).



# THE FORTIUS EXPERIENCE

You will be taken care of throughout your visit by our reception team who will guide you through your appointment. We aim to provide you with comprehensive information at all stages of your experience about the process, medical conditions and your own treatment. We'll also manage the paperwork for you, from correspondence with your GP or Consultant during the referrals process, to making arrangements with hospitals if surgery is required, and processing claims for payment with medical insurance providers.

Our experienced consultants work in teams covering all orthopaedic specialities, and are each highly qualified experts in their field. They will listen to you carefully, assess what is wrong, and then design a step-by-step treatment and recovery plan that's right for you. Our multi-disciplinary team, supported by excellent medical administrators, streamlines the experience in order to provide you with rapid access to an initial consultation, with the most appropriate specialist, accurate diagnosis and a bespoke treatment plan designed to deliver the best possible recovery.

The modern imaging suite is run by in-house radiologists and a support team offering a wide range of clinic based medical services including the latest surgical procedures to reduce pain, repair damage and speed up your recovery time.



We continuously monitor our standards and services, with rigorous scrutiny of your feedback to make sure that we maintain the best experience possible for our patients. Meeting expectations for quality of service means we not only keep our patients happy, we also help accelerate their recovery and return to fitness.



You can find out what our patients say about their experiences on our website at:  
<https://www.fortiusclinic.com/patient-information/testimonials>

You can also find out more on the management team, who ensure the smooth running of the Fortius Clinic:  
<https://www.fortiusclinic.com/contact-us/management-team>

Please contact us to find out more about how we can help on:  
+44 (0) 203 195 2442



# PREPARING FOR YOUR VISIT

## On Arrival

When you arrive at Fortius Clinic, our reception team will greet you and provide you with registration forms to check and complete, so it's best to arrive 15 minutes before your appointment time. The team will direct you to a comfortable waiting area near to your consultant's room, from where the consultant or nurse will come to collect you.

## Payment

If you have medical insurance, you must contact your insurer to confirm you are covered for your consultation and imaging appointments and whether you will need a GP referral. Your insurance company will provide you with an authorisation code which you are required to provide when booking your appointment, along with your policy or membership number.

Self-pay patients are asked to settle the full cost of the consultation and any radiology service or procedure on the day of the appointment.

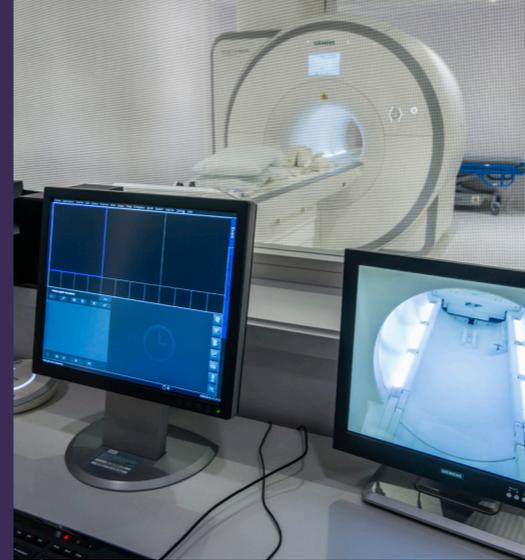
Embassy or sponsored patients should always present a letter of guarantee on headed paper stating who is responsible for their consultation and treatment at the clinic and where exactly the invoice needs to be directed. Without the letter of guarantee patients will be asked to settle their own account.

## Disabled access and parking

Lift access is available at both of our clinics however there are a few steps into our central London clinic, so please make sure to inform a member of staff before your arrival and bring assistance. There is drop off access directly outside our clinics, but no public parking.

## Translation service

We are able to organise interpreter services, but you should let us know in advance in order for this to be arranged. We can also arrange accommodation and make travel arrangements as necessary. Please contact our appointments team for further details.



## MRI

When you come for your MRI appointment it is advisable to wear clothing without metal fastenings, or we can provide a gown, as you will not be able to wear anything metallic or with magnetic strips in the scan room, except a wedding ring. You may wear your glasses which will be taken off immediately before the scan.

Please let us know before your MRI appointment if you have:

- claustrophobia
- a pacemaker, stents or any other metallic implant or device.

You must also must let us know if you think you may be pregnant.

## Ultrasound

For most ultrasound examinations no specific preparation is needed. However, to examine certain areas of the body successfully, special preparation is sometimes required so please read your appointment letter carefully, this will provide full instructions on how to prepare for the scan.



## SCORES

SCORES is the Study of Clinical Outcomes Recording and Evaluation System - a clinical outcomes measurement tool which has been developed by Fortius Clinic. To gather information, we ask each patient to answer some short questionnaires before and after their treatment about their condition and general health.

# DURING YOUR VISIT

## MRI scan

The scan is not painful and will take between 20 minutes to an hour. The radiographers will do their best to make you comfortable. During the scan, you will hear a variety of loud noises which are made by magnetic coils that switch on and off during the scan. These coils measure the signal coming from your body in order to create the images. We provide patients with headphones or earplugs that help reduce this noise.

During the scan, the radiographer will be able to see you from the control room and you can talk to each other through an intercom. You will be given a call button to press and may be able to listen to music during the scan. You may leave the department as soon as your scan is finished.

## Ultrasound

In the examination room you will be made comfortable on a couch, lying in a position which allows the radiologist to examine the

area needing investigation. The room will be slightly darkened and a screen will be beside the bed. Clear gel will be put on your skin over the area being examined. This helps the transmission of the sound waves through the skin. The gel will wipe off easily after the test, but it is best not to wear any clothing which could be damaged by stains.

The radiologist will slide a small hand-held instrument transmitting the sound waves over the skin and examine the pictures displayed on the screen. The instrument causes no pain but if the area being examined is already a little tender, there may be minor discomfort if the radiologist has to press more firmly in order to obtain a clear picture.

## X-ray

If the area to be examined is underneath your clothing you may be asked to remove some clothing and given a hospital gown. You may be asked to lie on a couch (X-ray table), stand against a vertical board (upright) or sit in a chair, depending upon the body part to be X-rayed.

The radiographer will help you to get into the correct position, and will then position the X-ray tube accordingly. You will be asked to keep still while the Radiographer takes the X-ray, which you will not see or feel. This procedure may happen several times, using different positions depending upon the area being X-rayed. The examination normally takes between 10 and 30 minutes.

You will be asked to wait while your images are processed. Once the radiographer is happy with the technical outcome of the images the examination will be over and you will be able to leave the department.

Providing no other investigations are required, you will be able to eat, drink and resume normal activities as soon as you wish.

# AFTER YOUR VISIT

## Imaging

Following the scan, your images must be carefully interpreted by a radiologist who is an expert in this field. He or she will prepare a report for your consultant, which will be ready within 24 hours. Your consultant will discuss the results with you at a follow up appointment.

## Follow-up

The consultant will discuss with you the results from your consultation and diagnostic investigations. He will recommend the most appropriate treatment for your condition which may be discharging you, referring you on to another health professional, booking you in for further treatment or follow up or an immediate nursing appointment in clinic.

## Surgery

If surgery is indicated then the consultant will explain the whole procedure to you

and what to expect afterwards. Once admitted and settled in your room or day unit, a nurse will confirm your identity and place a wristband on you. Some baseline observations will be undertaken and the nurse will be able to answer any other questions you have about your hospital stay. Any further required investigations like an ECG, chest X-ray and blood tests might be carried out at this time.

Your consultant surgeon will visit you before your operation and will ask you to sign a consent form for the procedure. He will also visit you after your operation to check on your recovery.

The consultant anaesthetist will also need time with you before your operation to inform you about your anaesthetic and to check your health. Surgery can be undertaken under local, regional or general anaesthesia. You can discuss this with your surgeon and anaesthetist.

## Dressing change

Plaster removal and wound checks are carried out by our skilled nursing team in conjunction with one of our consultants. Fortius Clinic recommends that you consult your insurance company regarding cover for the plaster casts, dressings, splints, slings and boots. This will help you to avoid any shortfall fees. Insurance companies do vary as to how much cover they provide for orthopaedic products. You will need to pay for the orthopaedic products on the day and you will be issued with a receipt so that you can reclaim costs with your insurer accordingly.

## Rehabilitation

All our consultants work closely with a range of rehabilitation specialists. Your consultant will help you to find a practitioner that is appropriate for you in your return to fitness.

Have a look at all of our FAQ's on the Fortius Clinic website at: <https://www.fortiusclinic.com/patient-information/faqs>  
Alternatively, if you would like to speak to a member of staff regarding our processes, please see the contact details below:  
e: [info@fortiusclinic.com](mailto:info@fortiusclinic.com) t: 0203 195 2442 f: 0203 070 0106

## How to find us:

Fortius Clinic in central London is situated close to Selfridges, and just off Manchester Square.

17 Fitzhardinge Street  
London  
W1H 6EQ

Fortius Clinic in the City is situated on King William Street, between Bank and Monument Stations.

75 King William Street  
London  
EC4N 7BE

For further information or to book an appointment, please contact us:

t: +44 (0) 203 195 2442

f: +44 (0) 203 070 0106

e: [appointments@fortiusclinic.com](mailto:appointments@fortiusclinic.com)

w: [www.fortiusclinic.com](http://www.fortiusclinic.com)

w: [www.fortiusjointreplacement.com](http://www.fortiusjointreplacement.com)



Don't forget to follow us on Twitter @FortiusClinicUK.  
You will also find us on Facebook and LinkedIn

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