



Bupa
Salford Quays
Manchester
M50 3XL

Patients covered by Bupa on a Corporate Open Referral Policy

Hello

The patient who has handed this letter to you has Bupa health insurance. If you need to refer this patient for a private consultation or treatment, please give them your standard referral letter, without naming a consultant, or alternatively use the attached form.

Why Open Referral?

Our Open Referral is a simple straightforward process for authorising treatment. It has the following advantages:

1. we'll provide the patient with access to our list of consultants, to find the most appropriate one for their needs, meaning that you won't have to
2. the patient can be referred to an alternative consultant without needing a second referral from you
3. as long as the treatment is eligible and the open referral process is followed, your patient won't receive unexpected surgical or anaesthetist bills.

How you can help your patient with an Open Referral

Please provide your standard referral letter, without naming a particular specialist, or you can use the attached form. In brief, the information we need from you is:

- the nature of the medical problem
- the medical specialty of the consultant or healthcare provider you wish your patient to see
- the degree of urgency.

Quality and patient experience

I'd like to reassure you that the specialists your patient will be referred to will be experts in their field. We assess specialists on a number of clinical practice and patient experience criteria and offer the patient a choice of suitable consultants in their local area when they call us to pre-authorise treatment.

Thank you for your help.

Yours faithfully

Nick Crossland
Director, Customer Services