

# How we communicate with you

## Welcome to Ramsay Health Care UK

Ramsay Health Care UK Operations Limited (“**Ramsay**”) is committed to ensuring the privacy and confidentiality of your personal information, and to protect it from unauthorised access and disclosure.

In order to provide you with accurate and timely information about your appointments and treatment with us, we will need to contact you, and ensuring we use the best method of communication is vital.

Please let us know how you would prefer us to communicate with you.

### About your appointments; are you happy for Ramsay to:

- Use SMS e.g. text reminders? Yes  No
- Use Email? Yes  No
- Use your landline telephone number? Yes  No
- Use your mobile telephone number? Yes  No
- Leave a message on your landline telephone? Yes  No
- Leave a message on your mobile telephone? Yes  No

### To keep you informed about our services; are you happy for Ramsay to:

- Use SMS? Yes  No
- Use Email? Yes  No
- Use your landline telephone number? Yes  No
- Use your mobile telephone number? Yes  No

We will only send you marketing information where you have agreed to opt in to receive it. We will only use your preferred communication channels to contact you and you will be given the option to select this when opting in. You can stop us from contacting you for marketing purposes by clicking on the ‘unsubscribe’ link embedded within the email that has been sent to you. Doing so will remove your personal data from our contacts list automatically.

To improve our level of care and service, Ramsay would like to pass your details to QA Research. Are you happy to be contacted to complete a survey about our services by:

- Telephone? Yes  No
- Email? Yes  No

If you require any additional support with communication; please let us know:

### All patients please sign below

Print Name:	Signature of Patient:	Signature of Parent or Guardian:
Ramsay ID:	Date of Birth:	Date: