

# Healthy Life Medical Center — Frequently Asked Questions

## General

**Q: What services does your clinic offer?**

A: We provide general consultations, dental care, dermatology, cardiology, pediatrics, gynecology, orthopedics, ENT, ophthalmology, laboratory services, vaccinations, health checkups, and more.

**Q: Are you accepting new patients?**

A: Yes. We are currently accepting new patients.

**Q: Where is your clinic located?**

A: Our clinic is located at 221B Baker Street, London, UK.

**Q: How can I contact the clinic?**

A: You can contact us by phone, email, or through our website.

**Q: Do you have multiple branches?**

A: No. Currently we operate one clinic.

## Appointments

**Q: How can I book an appointment?**

A: You can book online through our website or by contacting our reception.

**Q: Can I book online?**

A: Yes. Online appointment booking is available.

**Q: Can I choose a specific doctor?**

A: Yes. You may request a specific doctor when booking.

**Q: Can I request a female doctor?**

A: Yes, subject to availability.

**Q: Can I request a male doctor?**

A: Yes, subject to availability.

**Q: Can I reschedule my appointment?**

A: Yes. Please contact us before your appointment to reschedule.

**Q: Can I cancel my appointment?**

A: Yes. We recommend cancelling as early as possible.

**Q: What happens if I'm late?**

A: If you are late, your appointment may need to be shortened or rescheduled.

**Q: How early should I arrive?**

A: Please arrive about 10–15 minutes before your appointment.

## Doctors

**Q: Which doctor should I see?**

A: Tell us your symptoms or reason for visiting, and we'll recommend the appropriate department.

**Q: Do your doctors speak English?**

A: Yes. All of our doctors speak English.

**Q: Do you have German-speaking doctors?**

A: Some of our doctors speak German. Please ask when booking.

**Q: Do you have specialists for children?**

A: Yes. Our Pediatrics department cares for infants, children, and teenagers.

**Q: Are your doctors licensed?**

A: Yes. All doctors are fully licensed and qualified.

## **Payments**

**Q: How much is a consultation?**

A: Consultation fees depend on the department and doctor.

**Q: What payment methods do you accept?**

A: We accept cash, Visa, Mastercard, Apple Pay, and Google Pay.

**Q: Can I pay by card?**

A: Yes.

**Q: Do you provide invoices?**

A: Yes. We can issue invoices upon request.

## **Insurance**

**Q: Do you accept health insurance?**

A: Yes.

**Q: Which insurance companies do you work with?**

A: We currently work with Bupa, AXA Health, Vitality, and WPA.

**Q: Will my insurance cover the consultation?**

A: Coverage depends on your insurance policy. Please check with your provider.

## **Treatments**

**Q: Do you provide dental implants?**

A: Yes.

**Q: Do you offer teeth whitening?**

A: Yes.

**Q: Do you provide health checkups?**

A: Yes. We offer comprehensive health screening packages.

**Q: Do you perform skin examinations?**

A: Yes. Our dermatologists perform skin examinations and mole checks.

**Q: Do you offer vaccinations?**

A: Yes. Various vaccinations are available.

## **Laboratory**

**Q: Do you perform blood tests?**

A: Yes.

**Q: How long do test results take?**

A: Most blood test results are available within 24-48 hours.

**Q: Can I receive my results by email?**

A: Yes, where appropriate.

**Q: Can I access my results online?**

A: Yes, for supported laboratory services.

**Q: Should I fast before a blood test?**

A: Some blood tests require fasting. We'll inform you when booking.

## **Children**

**Q: Do you treat children?**

A: Yes.

**Q: Do you have pediatricians?**

A: Yes.

**Q: Can parents stay during the examination?**

A: Yes, parents are welcome to stay with their children.

## **Before Your Visit**

**Q: What should I bring?**

A: Please bring identification, your insurance card (if applicable), and any previous medical records relevant to your visit.

**Q: Do I need identification?**

A: Yes.

**Q: Should I bring previous medical records?**

A: If available, they can help the doctor better understand your medical history.

## **After Your Appointment**

**Q: How can I get my prescription?**

A: Your doctor will provide a prescription if medically appropriate.

**Q: How can I receive my medical report?**

A: Reports can be collected from the clinic or sent electronically when available.

**Q: Can I request copies of my medical records?**

A: Yes. Medical records can be requested according to our privacy policy.

**Q: How do I book a follow-up appointment?**

A: You can schedule it through reception or online.

## **Emergency**

**Q: Do you provide emergency services?**

A: No. For medical emergencies, please call your local emergency services or visit the nearest emergency department immediately.

## **Accessibility**

**Q: Is your clinic wheelchair accessible?**

A: Yes.

**Q: Do you have elevators?**

A: Yes.

**Q: Is disabled parking available?**

A: Yes.

## **Privacy**

**Q: Is my medical information confidential?**

A: Yes. We follow strict privacy and data protection policies.

**Q: How do you protect patient data?**

A: Patient information is stored securely and accessed only by authorized personnel.

**Q: Who can access my medical records?**

A: Only authorized healthcare professionals involved in your care.

## **Contact**

**Q: What is your phone number?**

A: +44 20 7946 0123

**Q: What is your email address?**

A: info@healthylifeclinic.com

**Q: Do you have WhatsApp?**

A: Yes. You can contact us via WhatsApp during business hours.

**Q: Can I contact you through Instagram?**

A: Yes. You can send us a message through our official Instagram page.

**Q: How quickly do you respond?**

A: We usually respond within a few minutes during business hours.