

# HealthWatch

## PRE-BOOKING INFORMATION

### **Who is Euromedic Ireland?**

Euromedic Ireland is a leading operator through Private Public Partnerships (PPP) in Ireland. The company performs best-in-class Radiological Diagnostic and Clinical Laboratory services throughout the Republic of Ireland through its wholly owned medical centres. Growth is continuous and fast paced. Employing some of the best diagnostic professionals, Euromedic is also becoming a leading force behind remote diagnostics – offering multi-modality Teleradiology services.

### **What is the Healthcare Program?**

The Healthcare Health screening program allows you to re-evaluate your lifestyle by taking a proactive approach to your own health, increasing your chance of a longer, healthier and more comfortable life. The various health screening offerings available from HealthWatch are designed to identify certain 'silent' conditions, which if undetected can lead to more serious problems later in life. Such conditions include high blood pressure, cardiovascular disease, high cholesterol and early stages of diabetes. The health screens enable us to construct a comprehensive health action plan through a detailed questionnaire, a range of non-invasive painless tests, and a consultation with a HealthWatch doctor. The entire process takes approximately 4 hours and your results will be available during your follow up consultation with the doctor, all in one day!

### **How can I contact Euromedic and the Healthwatch Program?**

Phone 1890 400 444 to make an appointment OR place a query with one of our Healthwatch executives.

Alternative, you can log onto our website at [www.healthwatch.ie](http://www.healthwatch.ie) to make an appointment request.

### **Matching our service to your needs**

We will advise you on the suitability of our service offerings based on a number of facts provided by you. If you decide to purchase a Healthwatch service with Euromedic, we will provide you with a schedule of services included in the selected service offer. We recommend that you to review the schedule of service documentation to ensure that you are happy that the tests conducted meet your expectations and needs.

### **Complaints procedure**

Euromedic places a strong emphasis on your feedback especially if we fail to deliver a high standard of service. Your input presents Euromedic with an opportunity to solve an issue and ensure it does not re-occur. If you would like to give us feedback on your experience with the Euromedic Healthcare program, or have a cause for complaint, please phone us at **1890 400 444**. If you are still dissatisfied following this call, please e-mail [quality@euromedic.ie](mailto:quality@euromedic.ie) and specify that you wish to escalate your complaint.

### **Refunds policy**

If the event of a duplication of payment of credit card, debit card or direct debit instruction, Euromedic will organise a refund within 10 days.

In the event that a Client is un-satisfied with the service provided by Euromedic during the Healthwatch process, he/she may contact Euromedic in writing to [quality@euromedic.ie](mailto:quality@euromedic.ie) to request a refund. The Client must state the time, date and type of service received and the reason for their refund request. Euromedic will initiate the complaints procedure and determine the appropriate action to be taken.

### **Payment options**

Euromedic will accept payment by;

1. Credit card,
2. Laser,
3. Direct debit
4. Cash

These payment types apply for all Euromedic Healthwatch service offers (Vital, Vital Plus, Optimum and Senior). With Euromedic, you will not pay any surcharges on instalment payments. The price is the same whether you pay monthly or a one off full settlement payment.

**If you select the direct debit option, it is a Euromedic requirement that you pay 50% up front and the remaining amount over a 3, 6 or 10 month period.**

### **Legal requirements**

While every care has been taken to ensure that all information contained on this website is accurate and correct, Euromedic cannot be held responsible for any inaccuracies contained therein. You hereby acknowledge that any reliance upon any materials found on this website shall be at your sole risk. Full details of our services. If you need our help, contact us directly. Information provided may be changed or updated without notice.

*We at Euromedic value your custom and wish to thank you for taking the time to read our terms of business document.*