

MY SKIN DOCTOR LIMITED

Company No: 11137124

Refund Policy

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Introduction

1. Policy Statement

This Refund Policy underscores MySkinDoctor's commitment to maintaining trust and integrity in its operations. As a CQC-registered healthcare provider specialising in remote dermatology services for both NHS and self-pay patients, having a clearly defined Refund Policy is essential for several reasons:

Regulatory Compliance: A robust Refund Policy demonstrates compliance with healthcare standards and regulations mandated by the CQC, showcasing the organisation's dedication to ethical practices and patient-centred care.

Transparency and Trust – Core Values of MySkinDoctor: Transparency and trust are not just operational principles but critical values that define MySkinDoctor's ethos. By providing clarity on refund conditions, the organisation ensures patients are well-informed about their financial commitments, strengthening trust in its services.

Patient Satisfaction: Addressing refund-related concerns proactively ensures patient satisfaction and strengthens the provider-patient relationship, which is critical in a remote care model where personal interactions are limited.

Risk Mitigation: Clearly defined refund terms help mitigate disputes, ensuring that MySkinDoctor operates with a reduced risk of conflicts related to billing or service misunderstandings.

Ethical and Professional Standards: A refund Policy aligns with healthcare providers' ethical obligations to treat patients fairly and supports the organisation's reputation as a trusted and reliable service.

By embedding its core values of transparency and trust into its operational practices, MySkinDoctor ensures that its Refund Policy serves as both a regulatory and a moral cornerstone, aligning with its mission to deliver high-quality remote dermatology care.

2. NHS Patients

Patients referred through an NHS-funded pathway should select the NHS service option where this is presented during registration or submission. If a patient instead selects a paid pathway, a charge may arise.

If a patient believes that they selected a paid pathway in error, they should contact MySkinDoctor as soon as possible. If a Consultant Dermatologist has not yet begun review of the case, MySkinDoctor may consider cancelling the paid pathway and, where appropriate, refunding the charge.

Once a Consultant Dermatologist has begun their review of the case, the consultation will be treated as having been provided, and the charge will normally be non-refundable.

3. Self-Funded and other Patients

By proceeding with a paid MySkinDoctor pathway, the patient agrees to pay the applicable fee for the consultant-led remote dermatology consultation.

Patients using a paid pathway may be asked to confirm that they have read and understood this Refund Policy before submission.

Once a Consultant Dermatologist has begun review of the case, the consultation will normally be non-refundable.

4. Refund Policy Limitations

No refunds once clinical review has begun: Refunds will not be issued once a Consultant Dermatologist has begun review of the case, regardless of the outcome of that review.

Face-to-face follow-up or onward referral: A remote consultation may conclude that a face-to-face consultation, examination, investigation, procedure, or onward referral is the most appropriate next step in the patient's care. This does not mean that the remote consultation was not provided and does not of itself create any entitlement to a refund.

Limited exceptions: Refund requests may be considered in limited circumstances, for example where:

- a duplicate payment has been taken;
- an incorrect charge has arisen because of a demonstrable technical or administrative error by MySkinDoctor; or
- payment was taken for a paid pathway but the case was cancelled before a Consultant Dermatologist began review.

Any refund request falling within these limited circumstances will be reviewed on a case-by-case basis by MySkinDoctor.

5. How to Request a Refund

Patients who believe they are eligible for a refund under the terms of this policy can contact MySkinDoctor's support team at:

- Phone: 01903 896 625
- Email: support@myskindoctor.co.uk
- Refund requests should include the patient's name, contact details, and a detailed explanation of the issue. MySkinDoctor may ask for additional information in order to review the request.

6. Additional Considerations

- Future Updates: This policy is subject to periodic updates to ensure compliance with regulatory changes and service improvements. Patients will be notified of any changes via the MySkinDoctor app or the company's website.
- Accessibility: A copy of this refund policy is available on the MySkinDoctor website and can be provided in alternative formats upon request.
- Information about how MySkinDoctor collects, uses, shares and protects patient information is set out in the Patient Privacy & Fair Processing Notice.