



## Medical Tourism Step by Step - Wellness Travels

### PLAN YOUR VISIT

If you've never visited a hospital overseas, don't worry. We see many international patients every day. We arrange everything from doctor's appointments to airport pick up and hotel accommodation. This page summarizes how you can do it and how we can help.

#### **Step 1 - Learn about us**

This website is designed to answer your questions about our hospital, our doctors, and Dubai as a healthcare destination. Find out who we are, where we are, what services we provide, and what our hospital facility look like.

#### **Step 2 - Select a doctor or ask us for advice**

The next step for many people is to select a doctor. We have over 115 physicians representing 40 specialties and sub-specialties to choose from. Our doctor search helps you find one who meets your requirements. If you need help selecting a doctor or need advice about treatment options, use our Inquiry Form or call us. This form helps us understand your situation and respond more helpfully. We will forward your inquiry to an appropriate Saudi German Hospital medical professional and you will receive advice within a few days. You may use the same form to make follow-up inquiries. Sometimes we will schedule a phone conversation with you or your local physician.

#### **Step 3 - Make an appointment**

When you're ready to schedule your visit to our hospital, use the Appointment Request page. Many people do this after they choose a doctor in Step 2. The appointment request will display your doctor's schedule so you can request a day and time. If you prefer, you may select a date and ask us to recommend a doctor. We will process your request and confirm your appointment by email. If you are coming to Saudi German Hospital for in-patient surgery we can make room arrangements and manage other ground service arrangements for you. You will still need to make an appointment with your surgeon, who must see you in Dubai make sure you are qualified for surgery.

#### **Step 4 - Arrange travel**

Let us help you arrange your travel here in Dubai if you have not made any arrangements.



## **CHECKLIST FOR INTERNATIONAL PATIENT**

### **Before the Visit**

- A personal Patient Service Coordinator who assists you with your appointment scheduling and concierge needs.
- Obtain Medical records.
- Discussion with the admitting doctor at SGH and referral physician.
- Obtain plan of treatment and duration of stay and follow-up.
- Gather documents to bring to your doctor's visit.
- Copies of any tests, x-rays, or medical histories relating to your medical problem.
- Completed medical history questionnaire.
- A list of all current medications taken on a regular basis, including over-the-counter and herbal medications.
- Review any special directions from your doctor about diet or medication restrictions prior to your appointment.
- Schedule medical appointments.
- Confirm airline reservations.
- Confirm Visa requirements and arrange the same.
- Arrange hotel or housing in Dubai.
- Provide ground transportation from the airport.
- Secure car rental for your stay.
- Estimate cost of healthcare.
- Assist with financial and billing arrangements.

### **During the Visit**

- Provide a Patient Service Coordinator to schedule medical appointments.
- Provide an interpreter for language assistance.
- Assist with hospital admissions and follow-up medical visits.
- Ensure patients understand instructions from physicians.
- Provide information on local activities for your family.
- Update estimates of cost of services.
- Assist with finances and billing

### **After the Visit**

- Help obtain copies of medical reports/films after consultations are completed.
- Assist with prescription requests.
- Facilitate communication with physicians.
- Assist with finances and billing.
- Facilitate follow-up care



## **BEFORE YOUR VISIT**

### **We can:**

- We assign personal Patient Service Coordinator who assists you with your appointment scheduling and concierge needs.
- Schedule medical appointments.
- Confirm airline reservations.
- Arrange hotel or housing in Dubai.
- Provide ground transportation from the airport.
- Secure car rental for your stay.
- Estimate cost of healthcare.
- Assist with financial and billing arrangements.
- Taking care of visa process.

### **Travel Requirements**

Once you have scheduled your appointments and purchased your airline tickets, you will want to make hotel arrangements in Dubai. Your Patient Service Coordinator is happy to assist you. If you prefer to make these arrangements yourself, please note that some local accommodations offer special rates and amenities for Saudi German Hospital patients and their families.

### **Travel Documents and visa**

WE will help you with visa processing as we make visa for most of our patients.

### **UAE Travel Requirements**

UAE has guidelines for travel. (<http://www.dubaiairport.com/en/passengers/airportguide/Arrivals/Pages/visaInformation.aspx>) There is valuable information regarding what you need to know before you travel, any special considerations and information regarding medical conditions and disabilities.

### **Currency**

- The UAE does not limit the amount of money you may bring with you, but your home country might. Check your home country's laws about bringing money into the UAE.
- Consider traveling with a credit card or cash card. These can be used to purchase items, acquire cash advances, and obtain cash from an ATM.
- Exchange some of your money into UAE Dirhams before you travel. This will ensure that you have money for transportation and food when you first arrive in the UAE.
- Best exchange rates will usually be at a bank in your home country. Many UAE airports and hotels will exchange cash, but often include extra fees.

### **Payment**

Before you travel to Saudi German Hospital, we can provide a written estimate of healthcare costs for self-pay patients and insurance coverage verification for insured patients. Upon



arrival, you will be asked to check in at one of our front desks to verify financial arrangements. Prior to services being rendered, self-pay patients will be asked to pay a deposit for services, and insured patients will be asked to pay any applicable co-pays and deductibles. Be sure to review your country's currency laws. Some countries limit the amount of cash you can take from your country. We recommend you notify your credit card companies that you are traveling abroad.

### **Medical Records**

To best treat you, our physicians need to know your medical history. Please obtain all relevant copies of your medical records in English. We then ask that you send them to us in advance of your trip. This gives our medical staff time to review your history. We respect your privacy and will not share your records with anyone outside of Saudi German Hospital without your consent.

Your Patient Services Coordinator will let you know the types of records we will need. It depends on your medical situation. They may include CDs of diagnostic films (X-rays/CT Scans/MRIs) and pathology slides and reports. We will provide you instructions on sending them through a private carrier (UPS, FedEx).

### **Travel Insurance**

You may consider purchasing travel insurance to protect your belongings from theft or damage.



## **DURING YOUR VISIT**

You will be treated with respect, understanding and empathy by our medical staff and clinical teams. More than 115 of the world's best physicians provide compassionate patient care.

### **While you are at Saudi German Hospital, we can:**

- Provide a Patient Service Coordinator to schedule medical appointments.
- Provide an interpreter for language assistance.
- Assist with hospital admissions and follow-up medical visits.
- Ensure patients understand instructions from physicians.
- Provide information on local activities for your family.
- Update estimates of cost of services.
- Assist with finances and billing.

Please let your Patient Service Coordinator know your flight information. She/he will send a car to pick you up at the airport and take you to your hotel.

International Patient Services is located on the first floor of the Hospital's main campus. The office is open from 8:30 a.m. - 5 p.m. Please come to International Patient Services an hour before your first appointment. (Depending on your schedule, we may instruct you to come the day before.) A Patient Service Coordinator will register you and answer any questions you may have. Then, you will meet with a Financial Counselor. If you have not already paid, you will submit payment for your healthcare costs by your preferred method.

If you need one, you will meet your interpreter/escort who will assist you through all Saudi German Hospital appointments. During your downtime, we encourage you to explore Dubai. We will gladly arrange for transportation and guide you and your family to area museums, shopping centers, places of worship, and events.

### **Religious Needs**

Saudi German Hospital does everything we can to give you and your family peace of mind. This includes providing services to help fulfill your spiritual needs. Saudi German Hospital offers the following place of worship on campus like Muslim Prayer Room.

### **Special Meals**

Saudi German Hospital will strive to meet whatever dietary needs you may have. We will make every effort to accommodate your personal or cultural preferences. If you have specific food allergies, please inform your Patient Services Coordinator. We offer the following foods:

- Vegetarian
- Gluten-free, Allergen-free
- Low-salt
- Low-fat
- Heart healthy



### **Language Assistance**

If you do not speak English, do not worry. We provide interpretation services at no additional cost. Even if you speak English, you may request an interpreter. Most of our interpreters have a medical background and work to ensure optimal communication. Interpreters can be made available in dozens of languages. Please let your Patient Service Coordinator know. We will arrange everything for you. Interpreters do more than simply communicate. They help you every step of the way includes:

- Accompanying you to and from your appointments.
- Arranging follow-up consultations, when necessary.
- Assisting with your prescriptions at Saudi German Hospital pharmacies.
- Obtaining medical reports and films after your visits.
- Making sure you understand your physicians.
- Protecting patient confidentiality



## **FINANCIAL BILLING SERVICES**

International Patient Services is here to assist with your financial and billing arrangements. We work with you to ensure you understand the cost of care.

There are three ways a patient may pay for healthcare services at Saudi German Hospital:

### **Health Insurance:**

We will work with your insurance company to try and limit your out-of-pocket expenses. The insurance company makes the final decisions, however. To make the process run efficiently, it is important that you know what services your health insurance plan covers. We will gladly assist you in this process. Your insurance company has the final say in which services are covered and which ones are not. When you call to schedule an appointment, please have your insurance card with you. We will ask for the insurance company name and for your policy number.

You will pay for your healthcare using one of the acceptable forms of payment. If you are a self-paying patient, you will receive an estimate for your medical care prior to your first appointment or admittance to the hospital. All estimates for your procedures and services at Saudi German Hospital are estimates only. The final bill cannot be calculated until after your hospital stay is completed. Quoted prices are based on receiving full payment prior to medical services. Prices include all physician and hospital fees but do not include the cost of incidental charges such as hotel, transportation and phone calls. Please be aware that your hospital bill may vary substantially from the estimate based on any changes in your medical treatment.

### **Prepayment in Full**

which may include reserving the applicable amount on your credit card-is required at registration prior to your appointments. In the event that additional treatment is recommended, it may be necessary to arrange for additional payment prior to receiving those services.

### **Embassy Sponsored**

Your embassy will pay for your healthcare services. If you are a government-sponsored patient, you do not need to pay in advance. However, a letter of authorization from the embassy will be required before you can receive treatment.

When you schedule your appointment, we will discuss your payment preference. Full payment is required before any medical services can be rendered. The following are acceptable forms of payment for Saudi German Hospital:

- Traveler's checks
- Personal checks (drawn from a UAE. bank)
- Money orders
- Cash (in Aed)
- Visa, MasterCard, Discover Card, American Express



## **TRAVEL ASSISTANCE**

International Patient Services Travel Office is a travel concierge service. Our travel concierge services make Saudi German Hospital more than just a healthcare provider. We are committed to making your visit to Saudi German Hospital go as smoothly as possible.

Once you have scheduled your appointments, it is time to arrange for travel to Saudi German Hospital. Although it is usually more economical to book flights from the country of departure, we can assist you with your air travel. We can:

- Change your flights should you need to extend or shorten your stay
- Reserve hotels or temporary housing
- Reserve a rental car, if desired
- Provide transportation to local places and events

## **Second Opinions**

Patients and families have turned to Saudi German Hospital for quality medical advice and treatment.

## **My Consult Cost**

Service is available for patients free of cost who have already received a first opinion from their physician and would like to confirm that the diagnosis and treatment plan recommended (from the first physician opinion) is the best option.

## **My Consult Request Process**

To request a medical second opinion, you provide all of the information required by our physician/s. Once all of the required medical records are received and found to be complete, your case will be assigned to a physician. Our physician specialist will review and provide a comprehensive report in approximately 10-14 business days (Saturday- Thursday). We recommend that the patient share and discuss the report with his/her family or hometown physician.

Please note that all submissions and medical records pertaining to your medical second opinion must be translated to English prior to being submitted to the Saudi German Hospital office. When it comes to your health and well-being, confidently understanding your condition and your options is an important step in pursuing what is best for you.

## **Helpful Recommendations**

We recommend that you have all of the necessary medical records and health information available before arrival. Create a secure account with a unique user name and password and enter in your personal information if you are the patient or patient's requester.

- Select your current diagnosis (or the diagnosis of the patient if you are the patient's requestor) and fill out the online medical history questionnaires.
- Enter in payment information so you can move to the next step in the process.





- We will provide you with a checklist of the required materials you will need to send to us in order for our physician/s to provide a comprehensive online second medical opinion report to you.
- Lastly you will approve and submit your request.

### **Appointment Checklist**

Contact Us: +971 4 389 0000 Request an Appointment

- Same-day Appointments
- Referring Physician Center
- More Appointment Options
- International Patient Services



## **DURING YOUR APPOINTMENT**

To make the most of your appointment, be sure to ask your doctor any questions or express any concerns you have. Not sure what to ask? Find suggestions, We encourage you to be fully informed about your health. Below, find suggested questions to ask your doctor. They may or may not relate to you, depending upon the disease or condition.

### **About Your Symptoms or Diagnosis**

- What is the disease or condition?
- How serious is my disease or condition and how will it affect my home and work life?
- What is the short-term and long-term prognosis for my disease or condition?
- What caused the disease or condition?
- Is there more than one disease or condition that could be causing my symptoms?
- Should I be tested for a certain disease or condition?
- What symptoms should I watch for?
- How can I be tested for a disease or condition, and what will these tests tell me?
- What tests will be involved in diagnosing my disease or condition?
- How safe and accurate are the tests?
- When will I know the test's results?
- Will I need more medical tests?
- Do I need a follow-up visit and if so, when?
- Do I need to take precautions to avoid infecting others?
- How is the disease or condition treated?

### **About Your Treatment**

- What are my treatment options?
- How long will the treatment take?
- What is the cost of the treatment?
- Which treatment is most common for my disease or condition?
- Is there a generic form of my treatment and is it as effective?
- What side effects can I expect?
- What risks and benefits are associated with the treatment?
- What would happen if I didn't have any treatment?
- What would happen if I delay my treatment?
- Is there anything I should avoid during treatment.
- What should I do if I have side effects?
- How will I know if the medication is working?
- What would I do if I miss a dose of medication?
- Will my job or lifestyle be affected?
- What is my short-term and long-term prognosis?



## **If You Need Surgery**

- Why do I need surgery?
- What surgical procedure are you recommending?
- Is there more than one way of performing this surgery?
- Are there alternatives to surgery?
- How much will surgery cost?
- What are the benefits of having surgery?
- What are the risks of having surgery?
- What if I don't have this surgery?
- Where can I get a second opinion?
- What kind of anesthesia will I need?
- How long will it take me to recover?
- What are your qualifications?
- How much experience do you have performing this surgery?
- How long will I be in the hospital?

### **\*Sources:**

Agency for Healthcare Research and Quality; wrongdiagnosis.com How Patients Can Take an Active Role in Their Care and Safety Participating in your own care has many advantages. Your doctor, nurse and other healthcare providers welcome your involvement. Below, find tips for you and your family to help us ensure your health and safety:

- Tip #1: Be involved in your healthcare
- Tip #2: Speak up if you have any questions or concerns
- Tip #3: Identify yourself
- Tip #4: Ask healthcare workers tell you what they plan to do before you consent to any procedure
- Tip #5: Bring your doctor a list of your medications and mention any allergies you have.

## **After Your Appointment**

What to expect after your appointment:

- If you need to see another doctor, we will make every effort to schedule additional tests and consultations at the earliest available time.
- If you need to be hospitalized, we will coordinate admitting arrangements and provide the hospital with information prior to your arrival.



**SAUDI  
GERMAN  
HOSPITAL**  
DUBAI

### **After Your Appointment**

After your final appointment, you will meet with a Financial Counselor. We will then determine the status of your bills. We do our best to finalize the billing before you leave Saudi German Hospital. When we have a final total, we will contact you to make final arrangements regarding your account.

If you need to schedule follow-up visits for a later date, we will be happy to start that process. On the day you leave, we will arrange for a car to take you and your family to the airport. You will return home, having received high quality healthcare from one of the country's top hospitals, its specialists and its clinical teams. We realize you have a choice and we thank you for choosing Saudi German Hospital.



## **MEDICAL TOURISM POLICY**

**Medical tourism** - Organized travel outside one's local environment for the maintenance, enhancement, or restoration of an individual's well-being in mind and body.

**Medical tourists** - People who purposely travel outside their country of residence to obtain planned medical intervention.

Five Primary Reasons to Travel for Medical Care

- Cost Saving
- Quality of Care
- Availability of Care
- Accessibility of Care
- Perception of destination

### **Vision**

To demonstrate and deliver a comprehensive world class medical care for Medical Tourist in a cost effective manner with key focus on quality, care, support and service.

### **Mission**

To promote Medical Tourism by improving the health and well being of the patient with the goal of promoting the highest level of quality of healthcare to patients in a global environment and to be a partner of the government in nation building by being a key player in the global healthcare industry. We are committed to providing highest quality and cost-effective treatment in safe, warm and hospitable environment.

### **Value proposition**

Provide cost effective healthcare solutions to improve the health and wellbeing of the medical tourist with focus on "Duty of Care"

### **Our Core Values include**

- Excellence
- Trust
- Ethics
- Honestly
- Compassion
- Accountability
- Competence
- Integrity

The policy will be reviewed once a year.

### **Our Accreditation module**

- JCI



## **MEDICAL TRAVELER'S BILL OF RIGHTS.**

Saudi German Hospital Medical Traveler's Bill of Rights, Responsibilities and Obligations.

Saudi German Hospital believes that as health care providers and partners we observe a health care ethic that respects the unique situation of the medical traveler. The Bill of Rights for international patients, specifically medical travelers is to support good, safe, and appropriate medical outcomes. We, when accepting a medical traveler for care, make both an explicit and implicit contract with the traveling patient. A contract with the patient will acknowledge these rights.

As a medical traveler, you have the right to choice of medical treatment.

- To choose to travel to another country to request and receive responsible and responsive medical care and treatment; and receive continuing or follow-up medical care and treatment upon returning home.
- To receive a thorough evaluation by knowledgeable referral physicians and screening tools of high standards which facilitate disease detection.
- To receive medical care and treatment of a standard of quality comparable to that received by any patient attended by the same physician in the same facility; receive this care and treatment for the same cost; and receive skilled emergency care if you need it.
- To receive relief from suffering according to the current state of knowledge of pain assessment and management.
- To expect continuity of care, including a written discharge summary with information about continuing health care requirements immediately following your discharge from treatment and about longer term care after you return home, and information about cooperation between all health care providers and/or establishments which are involved in your diagnosis, treatment, care and follow-up including names and contact details; and a description of how you can appeal your discharge if needed.

### **You have the right to information**

- To request and receive, prior to treatment, an accurate and complete estimate of charges for your medical care or treatment.
- To ask and be informed about the identity and professional status of the physician who will be coordinating your care, and of other health care providers who will see you, including qualifications related to your condition, such as education, medical license, board certification and recertification, years of practice, and experience and outcomes in performing the recommended procedures.
- To ask and be informed about the health care facility, including accreditation status, experience in performing recommended procedures and services, performance results or outcomes, and presence of or access to appropriate technology; and about the facility's rules, policies, practices, and events that relate to patient care, treatment and responsibilities.
- To receive understandable and relevant information about your current health status, options for treatment with related risks and benefits, length of recuperation, details about



the course of treatment, your prospects for recovery, other medical alternatives, and the possible and probable outcomes of receiving or refusing care; and you have the right to request interpretation into another language.

- To receive information about all prescribed medications including their names and alternative names as they may be known by in your country of residence, their normal actions and potential side-effects as may apply to you.
- To ask and be informed if your physician proposes to perform research, experimentation, clinical trials or teaching that may affect your care or treatment; receive a full explanation; and agree or refuse to participate in such activities. Your refusal must not affect the standard of your medical care.
- To ask and be informed about the existence of business relationship among the hospital, treatment facility, other health care provider, payer or agent.
- To review your medical records; receive a copy of your medical records and other health-information documents; request changes to your medical records by providing documents or information before admission and/or after discharge; and update your demographic data at any hospital through procedures that guarantee accuracy, credibility and confidentiality of updated information.

### **You have the right to choice**

- To have a support person - a family member or other person of your choosing - present during examinations, tests, and meetings with your doctors. This includes your reasonable right to designate visitors during inpatient care in keeping with your health care facility's restrictions, and to choose who, if anyone should be informed on your behalf.
- To receive timely and prioritized scheduling of consultations, surgery and treatment, and timely response to requests and inquiries when you have work and travel constraints.
- To make decisions about your medical care including giving informed consent prior to any medical intervention; and receive information about any proposed treatment procedure or medication you need to enable such informed consent or to refuse a course of treatment.
- To seek a second or further opinion and/or referral to other specialists; and leave the hospital, even against the advice of doctors, to the extent permitted by law.
- To continue or refuse treatment to the extent permitted by applicable laws regardless of how mild or advanced your condition may be. If you refuse a recommended treatment you are entitled to other appropriate care and service that the hospital provides or transfer with full medical records to another physician or hospital.
- To consent in writing for the preservation, disposition or use of all substances of your body, except when used in your current diagnosis, treatment and care.
- To provide advance directives such as a living will, durable power of attorney for health care, or health care proxy that will be honored by medical personnel to the extent permitted by applicable law. Such directives may include designation of a decision maker in the event you cannot speak for yourself, and your preferences on issues related to resuscitative services and desire for or against life-sustaining treatment.



### **You have the right to privacy**

- To receive treatment considerate and respectful of your personal values and beliefs, without regard to national origin, citizenship, country of residence, language, race, color, religion, ancestry, medical diagnosis, mental or physical disability, genetic makeup, educational background, gender, sexual orientation, marital status, economic status, or the source of payment for your care.
- To receive evaluation and treatment in confidence and privacy, including in all written and electronic records, during case discussion, consultation, examination and treatment except where reporting is required by law.
- To receive evaluation and treatment in facilities that ensure privacy during personal care, examinations and treatment; and interventions carried out only in the presence of those persons necessary for the intervention unless you agree.

### **You have the right to complaint**

- To be informed of available resources for resolving disputes, grievances and conflicts, such as ethics committees, patient representatives, or any independent mechanisms available in the community, including ombudsmen and foreign consular representatives; have your dispute examined and dealt with thoroughly and in a timely manner; and be informed about the outcome.

### **As a medical traveler, you have these responsibilities**

- To work with your health care provider and agent or patient care manager to develop and carry out agreed upon treatment plans and ongoing therapies.
- To ask questions if you do not understand information, medical terms, the specifics of your treatment, or what is expected of you; and prepare written questions and comments for your doctor.
- To consult with your doctor before self-medicating or seeking alternative therapies including herbal medicines that might interfere with your ongoing treatment.
- To disclose relevant information to your doctors, nurses and care manager, before, during and after your treatment, including unexpected changes in your condition, new symptoms, or increased pain.
- To make an effort to understand and accept the cultural differences of the health workers caring for you, and between you and patients from other countries; show respect and courtesy to those you meet on your medical journey; and clearly communicate your wants and needs.
- To take all possible precautions against spreading disease or infection, including frequently washing hands and strictly following doctor's orders.
- To keep your appointments. If you are unable to do so for any reason, notify your health care provider or representative immediately.
- To make sure you know all the costs involved in your care and treatment, properly arrange to make your payments and otherwise to meet your financial obligations.





- To be honest, accurate and thorough when providing personal information, and update this information regularly.

### **The Responsibilities and Obligations of the Medical Traveler**

Just as medical travelers have a reasonable right to expect certain terms and conditions from providers and other medical travel partners, they also, for the sake of their good health care, have certain responsibilities and obligations when electing to receive medical care and treatment outside their own country.