

Check list “treatment inquiry” for international inpatients

Patient:	...contacts the International Office either via e-mail, phone call, fax or personally
Patient:	Request for treatment providing all documents required (see “download Documents for treatment inquiries ”)
International Office	...provides you with treatment and cost estimation after evaluation of the documents by our specialist
Patient	...arranges for payment guarantee or deposit in advance (see “download: Bank transfer data ”)
International Office	...acknowledges the receipt of the payment guarantee or deposit.
International Office	...arranges for an appointment for admission.
International Office	...supports the patient’s visa application by confirming the German Embassy the necessity of treatment and the advance payment.
International Office	...organizes a translator (if necessary)
International Office	...takes care of all questions, requests and wishes of the patient and his/her family during the time of the patient’s stay at our clinical departments
International Office	...prepares for the final invoice: - in case of excess payment money will be refunded - in case treatment resulted in higher cost than expected we have to require additional payment

Please feel free to contact the International Office if you have further questions or if you would like to make an appointment ([Contact Us](#))