# DC Preferred Partner Hospitals, Clinics and Medical Travel Coordinators

# A Diplomatic Council hospitalscout.com & Temos International Project







The Diplomatic Council (DC) is a global Think Tank established with the objective to serve as a bridge between diplomacy, economy and society. It proudly enjoys the consultative status with the Economic and Social Council of the United Nations (UN).

The main aim of the Diplomatic Council is to contribute the power of diplomacy for peace everywhere on earth. Worldwide cooperation is the only instrument which may help in solving international problems on any level: economical, social, cultural or humanitarian. The respect of human rights and fundamental freedom of people without differentiation in races, gender or religion should be cultivated and strengthened.

A thriving economy bringing prosperity to mankind is one of the best guarantors of peace. As members the Diplomatic Council welcomes not solely members of the diplomatic or consular corps but also personalities from all areas of life.









# Temos International is the official hospital, clinic and medical travel coordinator certifier of the Diplomatic Council

### Temos stands for:

Trust. effective medicine. optimized services.

Temos International accredits the world's best medical facilities as well as medical travel coordination.

After a long preparation phase and a quality check including an onsite visit, hospitals, dental clinics, rehabilitation, IVF centers, eye clinics and medical travel coordinators may become certified after a conscientious process.

The Diplomatic Council and Temos International have built up a cooperation to expand the trust in medical facilities for international patients. DC is awarding medical facilities as the top ones in the world. The goal is to make medical tourism and tourism medicine more and more popular and help people feeling safe and comfortable.







# Primary Care Facilities







### **Rethymno Medical Assistance** Address of facility Languages spoken by staff Street: Adelianos Kampos English German No: 75 ZIP code: 74100 French Town: Rethymnon Russian Country: Greece Italian Polish Website: www.rethymnomedicalassistance.com Email: info@rma.gr Phone reception: +30 28 31 07 1300 **Contact details** National / international certificates, accreditations, for Diplomatic Council requests awards Name: Marina Chalkiadaki Temos "Quality in International Patient Care" Position: Administration Manager Phone: +30 28 3107 1300 Email: mcahlkiadaki@rma.gr **Medical disciplines Services for international patients** International Department Cardiology Ear, nose and throat (ENT Gender specific care Gastroenterology Single patient rooms General medicine Internet access General surgery Pre-travel support Internal medicine Transport assistance Obstetrics and gynaecology Translation services Ophthalmology Orthopaedic surgery Post-discharge support **Paediatrics** Transparent billing Physiotherapy **Detailed invoices** Psychology Provision of discharge report in understood Traumatology language Urology **ECG**







## **Suez Canal Container Terminal – First Aid Clinic** Address of facility Languages spoken by staff Street: East PortSaid English Arabic No: Port Authority ZIP code: 42534 Town: Port Said Country: Egypt Website: <a href="https://www.scct.com.eg">www.scct.com.eg</a> Email: <u>hse-health@scctpoersaid.com</u> Phone reception: +20 66325460 Fax: +20 663341000 National / international certificates, accreditations, **Contact details** for Diplomatic Council requests awards Name: Dr. Mohamed Sobh Temos "Quality in International Patient Care" Position: Consultant doctor ISO 45001 ISO 14001 Phone: +20 1003136433 Email: mohamed.sobh@scctportsaid.com **Further main services Services for international patients** Traumatology Provision of discharge report in understood language **Diagnostic** EGG







# **Secondary Care Hospital**







#### **Private Akdeniz Hospital** Address of facility Languages spoken by staff Street: Sorgun Mah. 8151 sok. **English** No: 10 German ZIP code: 07600 French Town: Antalya/Manavgat Arabic Country: Turkey Armenian Website: www.akdenizhospital.com Email: info@akdenizhospital.com Phone reception: +90 242 7533737 Fax: +90 242 7535996 National / international certificates, **Contact details** for Diplomatic Council requests accreditations, awards Name: Mr. Ilkay Ercagan Temos "Quality in International Patient Care" Position: Deputy Medical Director • SKS-Hospital Service Quality Standards of Phone: +90 242 7460013 the Turkish Ministry of Health Mobile: +90 532 4174284 Email: iercagan@akdenizhospital.com **Medical disciplines** Services for international patients Anesthesiology International office, international patient department • Cardiothoracic Surgery • Special food (different diets, kosher, halal, etc.) Cardiology Religious facilities Dermatology • Gender specific care • Ear, nose and throat (ENT) • Single patient rooms Gastroenterology • Private bathroom • General medicine Internet access • Transportation assistance General Surgery • Infectious and tropical diseases • Translation services • Internal Medicine • Gym, fitness, rehab Neonatology Post-discharge support Neurology Transparent billing Detailed invoices Neurosurgery Obstetrics and gynaecology Ophthalmology **Diagnostics** • Orthopaedic surgery CT scan Paediatrics MRI Physiotherapy Ultrasound Pneumology Psychiatry • Angiography (coronary, 24/7) Psychology Arthroscopy • Traumatology Bronchoscopy Urology Echocardiography Vascular surgery **ECG** GIT endoscopy Holter EGG

Diplomatic Council Preferred Partner Hospitals, Clinics and Medical Travel Coordinators 2021

Laparaoscopy







### **Alanya Anatolia Hospital**

### **Address of facility**

Street: Stad Cad.

No: 28/A

ZIP code: 07400 Town: Alanya Country: Turkey

Website: <a href="www.anatoliahospital.com.tr">www.anatoliahospital.com.tr</a> Email: <a href="mailto:alanyainfo@anatoliahospital.com.tr">alanyainfo@anatoliahospital.com.tr</a> Phone reception: +90 242 5226262 / 6722

Fax: +90 2425220111

#### **Contact details**

### for Diplomatic Council requests

Name: Dr. Hasan Peksel Position: Hospital Director Phone: +90 242 522 62 62 /6850

Mobile: +90 5302802211

Email: hasan.peksel@anatoliahospital.com

### Languages spoken by staff

English, German, Russian, Ukranian, Arabic, Polish, Filipino, Persian, Ajerbaijani, Romanian, Sign language

# National / international certificates, accreditations, awards

- Temos International Healthcare Accreditation "Quality in International Patient Care"
- Temos COVID-19 Safe
- SKS-Hospital Service Quality Standards of the Turkish Ministry of Health
- ISO 9000/9001

### **Medical disciplines**

- Anesthesiology
- Cardiothoracic Surgery
- Cardiology
- Dental surgery
- Dermatology
- Ear, nose and throat (ENT)
- General Surgery
- Haemodialysis
- Infectious and tropical diseases
- Internal Medicine
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Pneumology
- Psychology

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, diabetes, etc.)
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in different languages

### To be continued







## **Alanya Anatolia Hospital (continued)**

### **Medical disciplines**

- Traumatology
- Urology
- Vascular surgery
- Conventional and complementary medicine (ozone therapy)

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy
- Stress test







Antalya Life Hospital		
Address of facility  Street: Şirinyalı Mah. 1487 street No: 4 ZIP code: 07160 Town: Muratpaşa Country: Turkey  Website: www.yasamhastaneleri.com/en Email: info@lifehospital.com.tr Phone reception: +90 2423108080  Contact details for Diplomatic Council requests  Name: Mr. Fadil Aksu Phone: +90 2423108080/155 Mobile: +90 5357793218 Email: fadilaksu@antalyalifehospital.com	Languages spoken by staff  English German Swedish French Russian Arabic  National / international certificates, accreditations, awards  • Temos "Quality in International Patient Care"  • ISO 9000/9001	
Medical disciplines  Diagnosis and therapy units:  Anaesthesiology Cardiothoracic surgery Cardiology Dermatology Ear, nose and throat (ENT) Endicrinology Gastroenterology General medicine General surgery Haemodialysis Infectious and tropical diseases Internal medicine Invasive radiology services Neonatology Nephrology Neurology Neurosurgery Obestetrics and Gynaecology Ophthalmology Oral and maxillofacial surgery Orthopaedic surgery	Services for international patients  International Department Special food (different diets, kosher, halal, etc.) Religious facilities Gender specific care Single patient rooms Private bathroom Internet access Pre-travel support Transport assistance Translation services Post-discharge support Transparent billing Detailed invoices Provision of discharge report in clear language  Further main services: Internet Safe Cafeteria Loundry (outsourced) Hairdresser (outsourced)	

# to be continued







# **Antalya Life Hospital (continued)**

### **Medical disciplines**

- Paediatrics
- Plastic surgery
- Psychology
- Traumatology
- Urology
- Vascular surgery
- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy
- Stress test







### **Aseel Medical Care Hospital Address of facility** Languages are spoken by staff Street: Hadaba English No: 9 Taksim Kamar French ZIP code: 84511 German Town: Hurghada Russian Country: Egypt Website: www.amc-redsea.com Phone reception: +20 1111107006 **Contact details** National / international certificates, accreditations, for Diplomatic Council requests awards Name: Dr. Ghada Ramses Temos "Quality in International Patient Care" Position: Quality Manager Phone: +20 1111125584 Email: ghada.ramses@amc redsea.com **Medical disciplines** Services for international patients Orthopedic surgery International Department Special food (different diets, kosher, halal, etc.) General surgery Vascular surgery Religious facilities ICU -intensive care unit Gender specific care Single patient rooms Catheter Obstetrics and Gynecology Private bathroom Ophthalmology Internet access Dental Pre-travel support Neurology Transport assistance Neuro surgery Translation services Nephrology Gym, fitness, rehab • Internal medicine Post-discharge support **Pediatrics** Transparent billing **ENT Detailed invoices** Anesthesiology Provision of discharge report in clear language Dermatology **Emergency medicine Psychiatry** Radiology Physiotherapy Cardiology







## **Poliklinika Bagatin**

**Address of facility** 

Street: Kneza Viseslava

No: 14

ZIP code: 10000 Town: Zagreb Country: Croatia

Phone reception (incl. country code):

+385 1 46 10 225
Fax: +385 16061350
Email: info@bagatin.hr

Website:

https://www.poliklinikabagatin.hr/eng

Languages are spoken by staff

English German Italian Slovenian

**Contact details** 

for Diplomatic Council requests

Name: Andrea Stipanić Phone: +385 14610225 Mobile: +385 914610058

Email: andrea.stipanic@bagatin.hr

National / international certificates, accreditations, awards

- Temos "Excellence in Medical Tourism"
- Temos "Quality in International Patient Care"
- ISO 9000/9001

**Medical disciplines** 

Anaesthsiology

Dental clinic

Dental surgery

Dermatology

• Ear, nose and throat (ENT)

• Oral and maxillofacial surgery

Plastic surgery

Services for international patients

International office, International patient department

• Gender specific care

• Single patient rooms

Internet access

Pre-travel support

• Transportation assistance

• Translation services

• Post-discharge support

• Transparent billing

Detailed invoices

Provision of discharge report in clear language

**Centers of Excellence** 

Cosmetic surgery

• Aesthetic medicine

• Reconstructive dentistry

**Further main services:** 

Hotel reservation

• Free airport transfer

• Patient Coordinator

Guiding the patient throughout the whole journey







# **Burjeel Hospital for Advanced Surgery**

### **Address of facility**

Street: Sheikh Zayed Road

Zip code: 114448 Town: Dubai

Country: United Arab Emirates Website: <a href="www.burjeelspecialty.com">www.burjeelspecialty.com</a> Email: <a href="mailto:info@burjeelspecialty.com">info@burjeelspecialty.com</a> Phone reception: +971 44070128

Fax: +971 44070101

### Languages are spoken by staff

Albanian, Arabic, English, Filipino, French, Hindi, Italian, Moroccan, Urdu, Tunisian, Tamil,

Malayalam, Tagalog

# Contact details for Diplomatic Council requests

Name: Ms. Ikram Boukili

Position: Guests Relations Manager

Phone: +971 552308944

Email: ikram@burjeelspecialty.com

# National / international certificates, accreditations, awards

- TEMOS "Excellence in Medical Tourism
- TEMOS "Quality in International Patient Care"
- Joint Commission International Accreditation

### **Medical disciplines**

- Anaestesiology
- Cardiology
- General medicine
- General surgery
- Internal medicine
- Neurology
- Oncology
- Oral and maxillofacial surgery
- Orthopaedic sugery
- Physiotherapy
- Plastic surgery
- Vascular surgery

# Diagnostic

- CT scan
- MRI
- Ultrasound
- Echocardiography
- ECG

### Services for international patients

- International office, International Patient Department
- Special food (kosher, halal, diabetes, etc.)
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Gym, fitness, rehab
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in clear language







#### Creta InterClinic Single Member S.A. HHG Address of facility Languages spoken by staff Street: Minoos Ave. **English** No: 63 German ZIP code: 71 304 French Town: Heraklion Italian Country: Greece Website: www.cic.gr Email: info@cic.gr Phone reception: +30-2810 373800 Fax: +30 2810314900 **Contact details** National / international certificates, for Diplomatic Council requests accreditations, awards Temos "Quality in International Patient Name: Ms. Eva Kanakari Care" Position: Quality Management Coordinator – Management Secretariat • Temos "COVID-19 Safe" Phone: +30 2810373809 ISO 9000/9001 Mobile: +30 6947996760 Email: info@cic.gr **Medical disciplines** Services for international patients Anaesthesiology International office, International patient • Cardiothoracic surgery department Special food (different diets, kosher, halal, Cardiology Dermatology Single patient rooms Endocrinology Private bathroom Gastroenterology Internet access General surgery Internal medicine Transportation assistance Translation services • Invasive radiology services Transparent billing Nephrology Detailed invoices Neurosurgery Provision of discharge report in understood Oncology • Orthopaedic surgery language Pneumology Traumatology Urology Vascular surgery Rheumatology

### to be continued







# **Creta Interclinic S.A.** (continued)

### Diagnostic equipment

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Echocardiography
- ECG
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Stress test

### **Further main services**

- Supply of personal items for the first day (bag with all the necessary -pyjamas, toothpaste, shampoo etc.)
- Safe deposit boxes for the storage of cash & valuables
- Beauty services (hairdresser, hand and feet care)







El Gouna Hospital		
Address of facility  Street: El Gouna Hospital, El Gouna  ZIP code: 84513  Town: Hurghada, Red Sea  Country: Egypt  Website: www.elgounahospital.com.eg  Phone reception: +20653580012 -18	Languages are spoken by staff English German French	
Contact details for Diplomatic Council requests  Name: Dr. Ahmed Abdel Aaty Position: GM & CEO Phone: +21 222196097 Email: ahmed.aaty@elgounahospital.com.eg	National / international certificates, accreditations, awards  • Temos "Quality in International Patient Care"  • ISO 9001	
<ul> <li>Medical disciplines</li> <li>Internist</li> <li>Cardiologist</li> <li>General Surgery</li> <li>Neurosurgery</li> <li>Orthopedic Surgery</li> <li>Ophthalmologist</li> <li>Dermatologist</li> <li>Gyn. &amp; Obs.</li> <li>Pediatrician</li> <li>ENT Specialist</li> <li>Dentist</li> <li>Urologist</li> <li>Nephrologist</li> <li>Nephrologist</li> <li>Vascular Surgery</li> <li>Physiotherapist</li> </ul> Centers of Excellence Emergency 24/7 with on call Neurosurgery, Orthopedic surgery, General Surgery	Services for international patients  International Department Special food (different diets, kosher, halal, etc.) Religious facilities Gender specific care Single patient rooms Private bathroom Internet access Pre-travel support Transport assistance Translation services Gym, fitness, rehab Post-discharge support Transparent billing Detailed invoices Provision of discharge report in clear language	







### **Genesis Obstetrics, Gynecology and Surgery Hospital**

### **Address of facility**

Street: 17th Noemvri Str., Pylaia

ZIP code: 54301

Town: Pylaia Thessaloniki

Country: Greece

Website: <a href="www.genesishospital.gr">www.genesishospital.gr</a>
Email: <a href="mailto:info@genesishospital.gr">info@genesishospital.gr</a>
Phone reception: +30 2310984000
Fax reception: +30 2310984460

### Languages spoken by staff

Mainly Greek and English German, Russian, Turkish Italian, Arabian, French

Armenian

# Contact details for Diplomatic Council requests

Name: Dimos Kostoulas

Position: Quality & Compliance Manager

Phone: +30 2310984025

Email: d.kostoulas@genesishospital.gr

### **Medical disciplines**

- Anaesthesiology
- Cardiology
- Gastroenterology
- General Surgery
- Neonatology
- Obstetrics and gynaecology
- Plastic surgery
- In vitro fertilization unit
- Neonatal intensive care unit (NICU)
- Intensive care unit (ICU)
- Fetal/Maternal medicine and prenatal screening
- Breast center/Digital mammography/Breast ultrasound scans
- Radiology/Ultrasonography
- Osteoporosis

# National / international certificates, accreditations, awards

- Temos International Health Accreditation
   "Quality in International Patient Care"
- ISO 15224
- ISO 9000/9001
- ISO 15189 (Labs)

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, diabetes, etc. )
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in different languages

### to be continued







# **Genesis - Obstetrics Gynecology Surgery Hospital (continued)**

### Diagnostic equipment and services

- CT scan
- Ultrasound
- ECG
- Laparaoscopy

### **Further main services**

- Rooming in Service / Baby friendly Hospital
- Continuous consultation through special seminars
- Ambulance services
- Free wi-fi and Internet point with printing facilities
- Supervised Children Playroom
- Café restaurant / Flower Shop / Jewellery / FrezydermCoiffure & Massage / Frezyderm Baby Room / Gifts for babies / Pastry shop
- Automatic Transactions Machine







	-	
National Hospital Abu Dhabi		
Address of facility	Languages are spoken by staff	
Street: Electra Street, Landmark: Behind Honda Showroom, Abu Dhabi, UAE ZIP code: 30666 Town: Abu Dhabi Country: U.A.E. Website: http://www.nationalhospital.ae Phone reception: +971 26711000	English Arabic Hindi Tamil Malayalam Russian	
Contact details for Diplomatic Council requests	National / international certificates, accreditations, awards	
Name: Dr. Ravipreet Singh Position: GM Phone: +971 553669634 Email: ravipreet.singh@nationalhospital.ae	Temos "Quality in International Patient Care"	
Medical disciplines	Services for international patients	
<ul> <li>Anesthesia</li> <li>General Medicine</li> <li>General Surgery</li> <li>Dentistry</li> <li>Obstetrics &amp; Gynecology</li> <li>Internal Medicine</li> <li>Physiotherapy</li> <li>Otolaryngology / ENT</li> <li>Orthopedic Surgery</li> <li>Pathology</li> <li>Pediatrics</li> <li>Dermatology</li> <li>Ophthalmology</li> <li>Urology</li> <li>Rheumatology</li> <li>Radiology</li> </ul>	<ul> <li>International Department</li> <li>Special food (different diets, kosher, halal, etc.)</li> <li>Religious facilities</li> <li>Gender specific care</li> <li>Single patient rooms</li> <li>Private bathroom</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transport assistance</li> <li>Translation services</li> <li>Gym, fitness, rehab</li> <li>Post-discharge support</li> <li>Transparent billing</li> <li>Detailed invoices</li> </ul>	
Centers of Excellence  Not yet onboard, it is planned to have in 2019 the following centers of excellence:  Urology, Gynaecology MIS Gastroenterology Orthopedics Rheumatology	Provision of discharge report in clear language	







# Tertiary Care Hospitals







Antalya Anatolia Hospital		
Address of facility	Languages spoken by staff	
Street: Çaybaşı Mah. 1352 Sk. No: 8 ZIP code: 07100 Town: Antalya Country: Turkey	German English Russian	
Website: <a href="mailto:www.anatoliahospital.com">www.anatoliahospital.com</a> Email: <a href="mailto:antalyainfo@anatoliahospital.com">antalyainfo@anatoliahospital.com</a> Phone reception: +90-2422493300		
Contact details for Diplomatic Council requests	National / international certificates, accreditations, awards	
Name: Ms. Pinar Ergün Phone: +90 2422493300 Mobile: +90 5337053012 Email: pinar.ergun@anatoliahospital.com	<ul> <li>Temos "Quality in International Patient Care"</li> <li>ISO 9000/9001</li> <li>SKS Hospital Service Quality Standards of the Turkish Ministry of Health</li> </ul>	
Medical disciplines	Services for international patients	
<ul> <li>Anesthesiology</li> <li>Cardiothoracic surgery</li> <li>Cardiology</li> <li>Ear. nose and throat (ENT)</li> <li>Gastroenterology</li> <li>General medicine</li> <li>General surgery</li> <li>Infectious and tropical diseases</li> <li>Internal medicine</li> <li>Invasive radiology services</li> <li>Neurology</li> <li>Neurosurgery</li> <li>Obstetrics and gynaecology</li> <li>Ophthalmology</li> <li>Oral and maxillofacial surgery</li> <li>Orthopaedic surgery</li> <li>Paediatrics</li> <li>Plastic surgery</li> <li>Traumatology</li> <li>Urology</li> <li>Vascular surgery</li> <li>Algology</li> <li>Integrative medicine/Ozon treatment</li> </ul>	<ul> <li>International Department</li> <li>Special food (different diets, kosher, halal, etc.)</li> <li>Religious facilities</li> <li>Gender specific care</li> <li>Single patient rooms</li> <li>Private bathroom</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transport assistance</li> <li>Translation services</li> <li>Gym, fitness, rehab</li> <li>Post-discharge support</li> <li>Transparent billing</li> <li>Detailed invoices</li> <li>Provision of discharge report in clear language</li> </ul>	

# To be continued







# **Antalya Anatolia Hospital (continued)**

### **Medical disciplines**

- Paediatric neurology
- Gynaecology oncology
- Cardiac electrophysiology
- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Stress test







#### **Aspendos Anatolia Hospital** Address of facility Languages spoken by staff Street: Belek Cad. English No: 100/1 German ZIP code: 07500 Russian Town: Belek Arabic Country: Antalya / Turkey Persian Website: http://anatoliahospital.com/en/our-French hospitals/aspendos-anatolia-hospital/ Email: aspendosinfo@anatoliahospital.com Phone reception: +90 242 722 53 53 **Contact details** National / international certificates, for Diplomatic Council requests accreditations, awards Name: Dr. Tolga Dinmezel • Temos "Quality in International Patient Care" ISO 9000/9001 Position: General Manager • SKS Hospital Service Quality Standards of the Phone: +90 2427225353 Turkish Ministry of Health Mobile: +90 5337052906 Email: tolga.dinmezel@anatoliahospital.com Medical disciplines Services for international patients Anesthesiology International Department Cardiology • Special food (different diets, kosher, halal, Dental clinic etc.) Ear, nose and throat (ENT) • Religious facilities General medicine • Gender specific care **General Surgery** • Single patient rooms Internal medicine • Private bathroom Neurosurgery Internet access Obstetrics and gynaecology Pre-travel support Ophthalmology • Transportion assistance Oral ans maxillofacial surgery • Translation services Orthopaedic surgery **Paediatrics** • Gym, fitness, rehab Physiotherapy Post-discharge support Plastic surgery • Transparent billing Pneumology Detailed invoices Traumatology Provision of discharge report in clear language Urology

### To be continued







# Aspendos Anatolia Hospital (continued)

- Medical disciplines
  - CT scan
  - MRI
  - Ultrasound
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- Holter ECG
- Laparaoscopy
- Stress test







### **Athens Medical Center**

### Address of facility

Street: Distomou

No: 5-7

ZIP code: 15125 Town: Athens Country: Greece

Website: <a href="http://athensmedicalgroup.com/">http://athensmedicalgroup.com/</a>

http://www.iatriko.gr/

internationalpatient@iatriko.gr Phone reception: +30 210 68 62 000

### Languages spoken by staff

Greek, English, French, German, Spanish, Russian, Italian, Arabic

### **Contact details**

### for Diplomatic Council requests

Name: Mr. Yannis Kalofissoudis

Position: Director of Quality Management Systems

& Clinical Performance Measurement

Phone: +30 210 6862578 Mobile: +30 6951666559 y.kalofissoudis@iatriko.gr

### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Endocrinology
- Gastroenterlogy
- General medicine
- General surgery
- Haematology
- Haemodialysis
- Hepatology
- Infectious and tropical diseases
- Internal medicine
- Invasive radiology services
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Oncology
- Ophthalmology
- Oral and maxillofacial surgery

# National / international certificates, accreditations, awards

- Temos: Excellence in Medical Tourism
- Temos: Quality in Medical Care
- ISO 9000/9001
- ISO 15224
- ISO 9001:2015

**Quality Management System Requirements** 

- EN ISO 22000:2005
   Food Safety Management
- EN ISO 14001
- Certificate "Preferred Partner Hospital" by Diplomatic Council 2016 - 2021
- Award "Best hospitals Worldwide" 2014, 2015
- Healthcare Business Awards 2016 2018

### to be continued







### **Athens Medical Center (continued)**

### **Medical disciplines**

- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychology
- Radiotherapy
- Traumatology
- Urology
- Vascular surgery
- Neuroradiology (Embolizations)
- Robotic surgery (General surgery, Urology, Gynaecology)
- Physical therapy and sports medicine
- Allergiology
- Breast center specialist
- Microbiology
- Microsurgery
- Multiple Sclerosis Department
- Neonatal intensive care units (3 levels)
- Neonatology
- Paediatrics specialities
- Pathology
- Cosmetic surgery
- Preventive medicine
- Rheumatology
- Hipec
- Brachytherapy
- Bariatrics
- Mininmal invasive surgery

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, etc.)
- Religious facilities
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Gym, fitness, rehab
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in different languages

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigraphy
- Stress test







### Clinica de Occidente Languages are spoken by staff **Address of facility** Street: Calle 18 Norte English No: 5N-34 ZIP code: 760001 Town: Cali Country: Colombia Website: www.clinicadeooccidente.com.co Email: international.division@clinicadeoccidente.com Phone reception: 6603000 ext 895 **Contact details** National / international certificates, for Diplomatic Council requests accreditations, awards Name: Dr. Jose Bilfredo Chavez Chaves ISO 9000/9001 Phone: + 57 6603000 ext. 895 Temos "Excellence in Medical Tourism" Mobile: +57 3168752840, 3145463554 Temos "Quality in International Patient Care" medicojosechavez@clinicadeoccidente.com.co **Medical disciplines** Services for international patients • International Department Anaestesiology • Cardiothoracic surgery • Special food (different diets, kosher, halal, etc.) Cardiology • Religious facilities • Dental clinic • Single patient rooms Dental surgery • Private bathroom Darmatology Internet access • Ear, nose and throat (ENT) • Pre-travel support Gastroenterology • General medicine Transport assistance • Translation services General surgery Haematology • Gym, fitness, rehab Post-discharge support Haemodialysis • Infectious and tropical diseases Transparent billing • Internal medicine Detailed invoices • Provision of discharge report in clear • Invasive radiology services Neonatology language

### to be continued







### Clinica de Occidente (continued)

### **Medical disciplines**

- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Oncology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Plastic surgery
- Pnemology
- Psychiatry
- Psychology
- Radiotherapy
- Traumatology
- Urology
- Vascular surgery
- Palliative care management
- Hemodynamics
- Surgical oncology
- Rheumatology

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy
- Stress test







### **European Interbalkan Medical Center**

### **Address of facility**

Street: Asklipiou

No: 10

ZIP code: 57001 Town: Thessaloniki Country: Greece

Website: www.iatrikodiavalkaniko.gr

www.athensmedicalgroup.com

Email: <a href="mailto:international@interbalkan-hosp.gr">international@interbalkan-hosp.gr</a>
Phone reception: +30 2310400000

### Languages spoken by staff

Greek, English Russian, French Bulgarian, Spanish Jewish, Romanian

#### **Contact details**

### for Diplomatic Council requests

Name: Theodora Nerantzi

Phone: +30 2310400989, + 302310400499

Mobile: +30 6984495924

Email: d.nerantzi@interbalkan-hosp.gr

# National / international certificates, accreditations, awards

- Temos International Healthcare Accreditation: Excellence in Medical Tourism
- Temos International Healthcare Accreditation: Quality in International Patient Care
- ISO 9000:9001
- ISO 9001:2015
- ISO 15224
- ISO 22000:2005
- ISO 14001:2015
- 15224:2016 (IVF)
- FIMS (Physiotherapyand Rehabilitation Department)
- GHA
- AMG awarded with Healthcare Business Awards 2016,2017,2018 (Development, Quality of Services, Human Resources, Hospital environmental friendly, Social Sensitivity, Education)

### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Endocrinology
- Gastroenterology
- General medicine

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, diabetes, etc.)
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom

### to be continued







## **European Interbalkan Medical Center (continued)**

### **Medical disciplines**

- General surgery
- Haematology
- Haemodialysis
- Hepatology
- Infectious and tropical diseases
- Internal medicine
- Invasive radiology services
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Oncology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychology
- Radiotherapy
- Traumatology
- Urology
- Vascular surgery
- Neuroradiology (Embolizations)
- Robotic Surgery (General Surgery, Gynecology, Urology, Orthopaedics)
- Lithotripsy Unit
- Breast Surgery
- Microsurgery
- Paediatric Orthopaedics
- Cosmetic Surgery
- Hipec
- Bariatrics
- Minimal Invasive Surgeries
- Hipec
- Brachytherapy
- Occupational medicine
- Medicine IVF

### Services for international patients

- Internet access
- Pre-travel support
- Transport assistance
- Translation services
- Gym, fitness, rehab
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in understood language

### to be continued







# **European Interbalkan Medical Center (continued)**

### **Medical disciplines**

- Rheumatology
- Brachytherapy
- · Occupational medicine,
- Diabetology
- Rheumatology
- Physical Therapy & Sports Medicine
- Allergiology
- Breast Center Specialists
- Microbiology
- Microsurgery
- Multiple Sclerosis Dpt
- Neonatal Intensive Care Units (3 levels)
- Neonatology
- Paediatrics specialties
- Pathology
- Preventive Medicine
- Reproductive medicine IVF

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy
- Stress test







# IASO Private General, Obstetric - Gynaecological & Paediatrics Clinic-

#### Diagnostic, Therapeutic & Research Center S.A. Address of facility Languages spoken by staff Albanian, Arabic, Bulgarian, Chinese, English, French, Street: Kifissias Avenue No: 37-39 German, Greek, Greek Sign Language, Hungarian, ZIP code: 15123 Italian, Polish, Romanian, Russian, Spanish, Turkish, Town: Athens Vietnamese. Other languages by use of translators. Country: Greece Email: info@iaso.gr Website: www.iaso.gr Phone reception: +30 210 6184000 (24/7) Fax reception: +30 210 61844158 (24/7) **Contact details for Diplomatic Council** National / international certificates, requests accreditations, awards • Temos International Health Accreditation Name: Nikolaos Vamvakaris Position: Group Quality Assurance Director "Quality in Medical Care" Phone: +30 2106184000, +30 2106383903

Mobile: +30 6974441148 Email: n.vamvakaris@iaso.gr

- ISO 9000/9001
- ISO 15224
- EN 15224:2016
- Temos "Quality in International Reproductive Care" (for IVF Department)
- ISO 15189:2012 in molecular laboratory of IASO General laboratories
- HACCP ISO 22000 (for the food services to patients and employees)

### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Haematology
- Hepatology
- Internal medicine
- Invasive radiology services
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Oncology

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, diabetes, etc.)
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in different languages

#### **Further main services:**

Restaurant, Coffee shop, Flower shop, Gift shop, two Banks, Hair dresser

### to be continued







## IASO Private General, Obstetric - Gynaecological & Paediatrics Clinic-Diagnostic, Therapeutic & Research Center S.A. (continued)

### **Medical disciplines**

- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychology
- Radiotherapy
- Urology
- Vascular surgery
- Nuclear medicine
- Pathology
- Cytology
- Breast Surgery
- IVF
- Brachytherapy
- Infectious diseases
- Physiotherapy (lymphedema)
- Physiotherapy (inpatients)
- Endoscopy
- ICU (Interists)

#### **Centers of Excellence**

IVF IoLife for reproductive care (IVF unit)

### **Medical disciplines**

### **IASO** pediatrics:

- General surgery
- Neonatal surgery
- Traumatology/orthopedics
- Thoracic and cardiovascular surgery
- Plastic surgery
- Urology
- ENT surgery
- Eye surgery
- Catheterization laboratory
- Hand surgery
- Oral and maxillofacial surgery
- Anesthesia by physician
- Gastroenterlogy
- Pneumonology
- Cardiology
- Hematology
- Endocrinology
- · Obesity therapy
- Dermatology
- ENT
- Nephrology
- Neurology
- Opthalmology
- Reumatology
- Pediatrics
- Physiotherapy
- Endoscopy
- Development therapists

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigraphy
- Stress test







### IASO Thessalias General Clinic - Private Obstetrics S.A.

### Address of facility

Street: 8th klm. O.N.R. Larissa Athens

ZIP code: 41 500 Town: Larissa Country: Greece

Email: thessalias@iaso.gr

Website: www.iasothessalias.gr

Phone reception: +30 2410 996 000 (24/7) Fax reception: +30 2410 555 451 (24/7)

### Greek, English, German,

Languages spoken by staff

French, Spanish, Italian, Romanian, Albanian, Greek Sign language

#### **Contact details**

### for Diplomatic Council requests

Name: Marini Orfanou (Ms.)

Position: Operations Director, Head of

International Patient Department

Phone: +30 2410 996 108 Mobile: +30 6986 543 290 Email: m.orfanou@iaso.gr

### National / international certificates, accreditations, awards

- Temos International Healthcare Accreditation "Quality in Medical Care"
- ISO 9000:9001
- ISO 15224
- EN 15224:2016 (for IVF Department)
- HACCP ISO 22000

### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Haematology
- Haemodialysis
- Hepatology
- Internal medicine
- Invasive radiology services
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology
- Oncology
- Ophthalmology

### Services for international patients

- International office, international patient department
- Special food (kosher, halal, diabetes, etc. )
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in different languages

### **Further main services:**

Coffee shop, Gift store, Flower shop, Bank Services: ATM, lower prices taxi company

### to be continued







### **IASO Thessalias General Clinic – Private Obstetrics S.A. – (continued)**

### **Medical disciplines**

- Oral and maxillofacial surgery
- Orthopaedic surgery
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychology
- Radiotherapy
- Urology
- Vascular surgery
- Abdominal surgery
- Eye surgery
- Upper hand surgery
- Gynaecological surgery
- Spine surgery
- Infectious diseases
- Cytology
- Histopathology
- Nuclear medicine
- Diabetic clinic
- Pain management
- Endoscopic (intracorporal) lithrotripsy
- ICU (interists)
- Endoscopy
- Cardiac catheterization laboratory (interventional cardiology)
- Oncology pathology
- Obesity surgery
- Surgical diseases of the abdominal wall
- Surgical diseases of the liver and the bile duct
- Septic Gynaecological surgery
- IVF
- Total arthoplasty (hip and knee)
- Sports injuries
- Medical imaging
- Biopathology laboratories

#### Centers of Excellence

IVF "AssistingNature" for reproductive care unit (IVF unit)

### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigraphy
- Stress test







Lara Anatolia Hospital	
Address of facility  Street: Güzeloba Mahallesi 2246 Sokak  No: 5  ZIP code: 07230, Town: Antalya  Country: Turkey  Website: www.anatoliahospital.com  Email: larainfo@anatoliahospital.com  Phone reception: 0(242) 349 40 40	Languages spoken by staff  English German French Russian Netherlands
Contact details for Diplomatic Council requests  Name: Aylin Yilmaz Phone: +90 5330219162 Email: aylin.yilmaz@anatoliahospital.com  Medical disciplines  • Anaesthesiology	National / international certificates, accreditations, awards  • Temos "Quality in International Patient Care"  • ISO 9000:9001 QMS  • Hospital Service Quality Standards of the Turkish Ministry of Health  Services for international patients  • International Department
<ul> <li>Cardiothoracic surgery</li> <li>Cardiology</li> <li>Dental clinic</li> <li>Dental surgery</li> <li>Ear, nose and throat (ENT</li> <li>Endocrinology</li> <li>Gastroenterology</li> <li>General medicine</li> <li>General surgery</li> <li>Haemodialysis</li> <li>Infectious and tropical diseases</li> <li>Internal medicine</li> <li>Invasive radiology services</li> <li>Neonatology</li> <li>Neurology</li> <li>Neurosurgery</li> <li>Obstetrics and gynaecology</li> <li>Ophthalmology</li> <li>Oral and maxillofacial surgery</li> <li>Orthopaedic surgery</li> <li>Paediatrics</li> <li>Physiotherapy</li> <li>Plastic surgery</li> <li>Pneumology</li> <li>Precumology</li> <li>Traumatology</li> <li>Traumatology</li> </ul>	<ul> <li>Special Food (Different Diets, Kosher, Halal, Etc.)</li> <li>Religious Facilities</li> <li>Gender Specific Care</li> <li>Single Patient Rooms</li> <li>Private Bathroom</li> <li>Internet Access</li> <li>Pre-Travel Support</li> <li>Transport Assistance</li> <li>Translation Services</li> <li>Gym, Fitness, Rehab</li> <li>Post-Discharge Support</li> <li>Transparent Billing</li> <li>Detailed Invoices</li> <li>Provision of Discharge Report In clear Language</li> </ul>

#### To be continued







#### Lara Anatolia Hospital - continued

#### **Medical disciplines**

- Urology
- Vascular surgery
- Bariatrics surgery
- Dieticean
- Emergency
- Pediatric surgery
- Pediatric endocrinology
- Algology

#### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Stress test







### Metropolitan General Hospital S.A.

#### Address of facility

Street: Mesogeion Avenue

No: 264

ZIP code: 155 62

Town: Holargos, Athens

Country: Greece

Email: infogeneral@metropolitan-

general.gr

Website: <a href="https://www.metropolitan-general.gr">www.metropolitan-general.gr</a> Phone reception: +30 210 650 2000 (24/7), +30 210 650 2610 (24/7), +30 210 650 2610

(24/7)

#### Languages spoken by staff

English, German, French, Italian, Russian, Arabic, Spanish, Albanian, Polish, Chinese

#### Contact details

#### for Diplomatic Council requests

Name: Katerina Kourouti Phone: +30 211 9904353

Emal: k.kourouti@metropolitan-

hospital.gripdgeneral@metroploitan-

hospital.gr

## National / international certificates, accreditations, awards

- Temos "Quality in International Patient Care"
- ISO 9000:9001
- ISO 15189 Pathology lab
- HACCP ISO 22000 (by the catering subcontractor certified)

#### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dental surgery
- Dermatology
- Ear, nose and throat (ENT
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Haematology
- Haemodialysis
- Hepatology
- Infectious and tropical diseases
- Internal medicine
- Invasive radiology services
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and gynaecology

#### Services for international patients

- International office, International Patient Department
- Special food (kosher, halal, diabetes, etc.)
- Religious facilities
- Single patient rooms
- Private bathroom
- Internet access
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in understood language

#### **Further main services:**

Coffee Shop, Bank

#### To be continued







#### Metropolitan General Hospital S.A. (continued)

- Oncology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychology
- Traumatology
- Urology
- Vascular surgery
- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy







#### Metropolitan Hospital Perseus Healthcare S.A.

#### **Address of facility**

Street: Ethnarhou Makariou

No: 9

ZIP code: 18547

Town: Neo Faliro, Piraeus

Country: Greece

Website: https://www.metropolitan-

hospital.gr/

Email: information@metropolitan-hospital.gr

Phone reception: +30 210 480 9000

Fax: +30 210 480 9336

#### Languages spoken by staff

English Italian German Arabic

Russian Ukrainian Romanian

#### **Contact details**

#### for Diplomatic Council requests

Name: Zaki Antar

Position: International Patients Department

Manager

Phone: +30 210 480 9360 Mobile: +30 6982961978

Email: intlpatients@metropolitan-hospital.gr

### National / international certificates, accreditations, awards

- Temos "Excellence in Medical Tourism"
- Temos "Quality in International Patient Care"
- ISO 9000/9001 by Bureau Veritas
- ISO 22000 by Loyds Register
- ISO 15189 by ESYD

#### **Medical disciplines**

- Anaesthesiology
- Cardiothoracic surgery
- Cardiology
- Dental clinic
- Dental surgery
- Dermatology
- Ear, nose and throat (ENT
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Haematology
- Haemodialysis
- Hepatology
- Infectious and tropical diseases
- Internal medicine
- Invasive radiology services
- Nephrology
- Neurology
- Neurosurgery

#### Services for international patients

- International Department
- Special food (different diets, kosher, halal, etc.)
- Single patient rooms
- Private bathroom
- Internet access
- Pre-travel support
- Transport assistance
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in understood language

#### **Further main services:**

- Air ambulance services
- Accommodation support with different star rating hotels

Assistance and support for entry visa, if needed

#### To be continued







#### Metropolitan Hospital Perseus Healthcare S.A.

#### **Medical disciplines**

- Oncology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Paediatrics
- Physiotherapy
- Plastic surgery
- Pneumology
- Psychiatry
- Psychology
- Radiotherapy
- Traumatology
- Urology
- Vascular surgery
- Gynecology
- ICU
- CCU
- Stroke Unit
- Orthopedic robotic surgery(Makoplasty)
- Sportscenter
- Hyperbaric Oxygen Therapy.

#### **Centers of Excellence**

- Orthopedic Makoplasty
- Da Vinci Robotics for cancer of prostate
- Oncology
- Breast Cente
- Sports Center

#### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy
- Stress test







#### **RAK Hospital** Address of facility Languages are spoken by staff Street: Al Quisaida English, Arabic, Hindi, ZIP code: 11393 Russian, German, French, Town: Ras Al Khaimah Malayalam, Telugu, Kannada, Country: United Arab Emirates Tamil, Srilankan, Bangali, Polish, Danish, Yoruba Website: https://www.rakhospital.com/ Email: mail@rakhospital.com Phone reception: +971 568332205 Fax: +971 2074455 **Contact details** National / international certificates, for Diplomatic Council requests accreditations, awards Name: Dr. Nithya Aiyanar Temos: Excellence in Medical Tourism Mobile: +971 568332205 • Temos: Quality in International Patient Care Email: nithya.a@rakhospital.com EFQM (European Foundation for Quality Management) JCI **Medical disciplines** Services for international patients Anaesthesiology • International office, international patient dep. • Special food (different diets, kosher, halal, etc.) Cardiothoracic surgery Religious facilities Cardiology • Gender specific care Dental clinic • Single patient rooms **Dental surgery** • Private bathroom Dermatology Internet access Ear, nose and throat (ENT • Pre-travel support Endocrinology Transport assistance Gastroenterology • Translation services General medicine • Gym, fitness, rehab General surgery • Post-discharge support Transparent billing Haemodialysis • Detailed invoices Infectious and tropical diseases • Provision of discharge report in clear language Internal medicine Invasive radiology services Neonatology Neurology Neurosurgery Obstetrics and gynaecology Ophthalmology Orthopaedic surgery Paediatrics

#### To be continued







#### **RAK Hospital (continued)**

#### **Medical disciplines**

- Physiotherapy
- Plastic surgery
- Psychiatry
- Psychology
- Urology
- Vascular surgery

#### **Centers of Excellence**

- Cardiac Science
- Orthopedic and Rehabilitation
- Surgery (Minimal Invasive Surgeries)
- Cosmetic Surgery
- Neuro Science

#### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Angiography (coronary, 24/7)
- Arthroscopy
- Bronchoscopy
- Echocardiography
- ECG
- ERCP
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Stress test







#### Samara Regional Clinical Oncology Dispensary

#### **Address of facility**

Street: Solnechnaya

No: 50

ZIP code: 443031 Town: Samara Country: Russia

Email: info@samaraonko.ru
Website: http://samaraonko.ru
Phone reception: +7 846 9940699

#### Languages are spoken by staff

English German

## Contact details for Diplomatic Council requests

Name: Taisija Podusova

Position: Deputy chief physician for clinical, expert and pre-hospital work

Phone: (846) 994 73 53

Email: PodusovaTN@samaraonko.ru

#### **Medical disciplines**

- Anaesthesiology
- Invasive radiology services
- Neurosurgery
- Oncology
- Plastic surgery
- Radiotherapy
- Urology
- Surgical department of general oncology
- Abdominal surgery
- Gynecologic oncology
- Chemotherapy
- Thoracic surgery
- Palliative care
- Rehabilitation
- Department of interventional methods of diagnosis and treatment
- Medical prevention
- Department of head and neck tumors

## National / international certificates, accreditations, awards

- Temos "Quality in International Patient Care"
- ISO 9000:9001
- International Cancer Center

#### Services for international patients

- International Department
- Religious facilities
- Gender specific care
- Single patient rooms
- Private bathroom
- Transport assistance
- Internet access
- Pre-travel support
- Transportation assistance
- Translation services
- Gym, fitness, rehab
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in clear language

#### to be continued







#### Samara Regional Clinical Oncology Dispensary (continued)

#### Diagnostic equipment and services

- CT scan
- MRI
- Ultrasound
- Bronchoscopy
- Echocardiography
- ECG
- GIT endoscopy
- Holter ECG
- Laparaoscopy
- Scintigrraphy

#### **Centers of Excellence**

Providing all types of specialized high-technology medical care to oncological patients, including:

- Prevention work and early detection of malignant neoplasms;
- All types of diagnostic procedures;
- High-technology treatment
- Rehabilitation







#### **Side Anatolia Hospital** Languages spoken by staff Address of facility Street: Yali Mh. Side Bulvari German **English** No: 55 Russian ZIP code: 07330 Dutch Town: Antalya Norwegian Country: Turkey Website: www.anatoliahospital.com Email: sideinfo@anatoliahospital.com Phone reception: +90 242 744 02 02 Fax: +90 2427534969 **Contact details** National / international certificates, accreditations, awards for Diplomatic Council requests Temos "Quality in International Patient Care" Name: Jasmin İnal ISO 9000/9001 Position: Foreign Patient's Department Manager Turkish Ministry of Health "Health Quality Phone: +90 2427440202 Standards" compliance report Mobile: +90 5337052839 Email: jasmininal@anatoliahospital.com **Medical disciplines** Services for international patients International office, International Patient Department Anaesthesiology Cardiothoracic surgery Special food (kosher, halal, diabetes, etc.) Cardiology Religious facilities Ear, nose and throat (ENT) Gender specific care General surgery Single patient rooms Infectious and tropical diseases Private bathroom Internal medicine Internet access Neurosurgery Pre-travel support Obstetrics and gynaecology Transportation assistance Orthopaedic surgery Translation services **Paediatrics** Post-discharge support Physiotherapy Transparent billing Pneumology Detailed invoices Provision of discharge report in understood language Traumatology Urology Vascular surgery Diagnostic equipment and services • CT scan ECG MRI Holter ECG Ultrasound Laparaoscopy Angiography (coronary, 24/7) Scintigrraphy Arthroscopy Stress test Bronchoscopy Echocardiography







## **Dental Practices & Clinics**







Cosmodent Dental Clinic	
Address of facility	Languages spoken by staff:
Street: Budaörsi út No: 9 ZIP code: 1118 Town: Budapest Country: Hungary  Website: www.cosmodent.hu Email: info@cosmodent.hu Phone reception: +36 12001378	Hungarian German English Danish Spanish
Contact details for Diplomatic Council requests	National / international certificates, accreditations, awards
Name: Anett Karlik Position: Head of Reception Phone: + 36 1 2003371 Email: anett.karlik@cosmodent.hu	Temos "Excellence in Dental Tourism" Temos "Quality in International Dental Care"
Medical disciplines	Services for international patients
<ul> <li>Dental Clinic</li> <li>Dental surgery</li> <li>Oral and maxillofacial surgery</li> <li>CT scan</li> </ul>	<ul> <li>International Department</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transportation assistance</li> <li>Translation services</li> <li>Transparent billing</li> <li>Detailed invoices</li> </ul>
Centers of Excellence	
Specialists for:     orthodontics     oral surgery/implantology     endodontics     prosthetics     aesthetic dentistry     parodontology	







#### **Dental Care Egypt Dr Tamer Badr**

Address of facility

Street: ELHEGAZ ST.-HELIOPOLIS

No: 58

ZIP code: 11361 Town: Cairo Country: Egypt

Website: <a href="www.dentalcareegypt.com">www.dentalcareegypt.com</a> Phone reception (incl. country code):

+20 1111116318

Languages are spoken by staff

Arabic English French

**Contact details** 

for Diplomatic Council requests

Name: Mohamed Fahim

Position: Manager of Dentalcare Center Phone (incl. country code): +20 1111116318 Email: dentalcare.drtamerbadr@gmail.com National / international certificates, accreditations, awards

Temos: Quality in International Dental Care

#### **Medical disciplines**

- Esthetic dentistry
- Endodontia
- Periodontics
- Implantology
- Prosthodontics
- Orthodontics
- Functional diagnosticand therapy
- Pediatric dentistry
- Oral surgery

#### Services for international patients

- International Department
- Gender specific care
- Internet access
- Pre-travel support
- Translation services
- Post-discharge support
- Transparent billing
- Detailed invoices
- Provision of discharge report in clear language

#### **Centers of Excellence**

- Implantology
- Oral Surgery
- Esthetic dentistry
- Prosthodontics







#### **Eurodentica** Languages spoken by staff **Address of facility** Street: Patission Ave. German French No: 150 ZIP code: 11257 Town: Athens Country: Greece Website: www.eurodentica.gr www.dentaltourismgreece.com Email: info@eurodentica.gr Phone reception: +30 2108257050 / 060 Fax: +20 210 8257050 National / international certificates, **Contact details for Diplomatic Council** requests accreditations, awards Name: Sofia Mougou Temos "Quality in International Dental Care" Position: Quality Manager & International Patients Department Manager Phone: +30 2108257060 Email: info@eurodentica.gr **Medical disciplines** Services for international patients • International Department Aesthetic Dentist Endodontologist Internet access Periodontologist Pre-travel support • Prosthetic Dentistry and a Cad-Cam • Transport assistance Dentistry • Translation services • Maxillofacial Surgeon - Implantologist Post-discharge support Orthodontist Transparent billing • Paediatric Dentistry • Dentistry for Disabled Patients Detailed invoices Further main services: Disabled patient's special dental assistance and specialized Dentist, Anesthesiologist since 1998. More than 7000 sedations with the same parasitologist.







European Dental Center	
Address of facility	Languages spoken by staff
Street: Paris St. Town: Amman Country: Jordan  Website: www.eurodentalcenter.com Email: customercare@eurodentalcenter.com Phone reception: +962 797377375	Arabic English French German
Contact details for Diplomatic Council requests  Name: Dr. Mohannad Adie Position: Managing director Phone: +962 796611561 Email: Mohannad adie@yahoo.co.uk	National / international certificates, accreditations, awards  Temos "Quality in International Dental Care"
Medical disciplines  • Dental Clinic • Dental surgery	Services for international patients  International Department Gender specific care Single patient rooms Private bathroom Translation services Post-discharge support Detailed invoices Provision of discharge report in different languages







HD-Dental	
Address of facility	Languages are spoken by staff
Street: Kert utca No: 21 ZIP code: 9200 Town: Mosonmagyovar Country: Hungary  Website: www.hd-dental.net Email: info@hd-dental.net Phone reception: +36 20211 Fax: +36 96566473	German English Hungarian Korean Chinese Russian Portuguese
Contact details for Diplomatic Council requests  Name: Frank Kannmann Position: Clinic Owner Mobile: + 43 69917147303 Email: info@hd-dental.net	National / international certificates, accreditations, awards  Temos "Quality in International Dental Care" ISO 9000/9001 Internationalaccredited Clinic by GCR Trusted Dentist feefo Gold trusted Service
<ul> <li>Medical disciplines</li> <li>Implantology</li> <li>Esthetic dentistry</li> <li>Prothodontic dentistry</li> <li>Conservative dentistry</li> <li>CT scan</li> </ul> Centers of Excellence GCR	<ul> <li>Services for international patients</li> <li>Single patient rooms</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transport assistance</li> <li>Translation services</li> <li>Transparent billing</li> <li>Detailed invoices</li> <li>Provision of discharge report in different languages</li> </ul>
GCR	







Kalmar Implant Dentistry	
Address of facility	Languages are spoken by staff
Street: Ljubljanska cesta No: 6 ZIP code: 51000 Town: Rijeka Country: Croatia  Email: info@kalmardent.com Website: www.kalmardent.com Phone reception: +385 51 262 363	Nurse, doctors: Italian, English, German  Administration staff: Italian, English, German, French Russian basics
Contact details for Diplomatic Council requests  Name: Suzana Baljak Position: Sales Department Referent Mobile: +385 911788005 Email: suzana@kalmardent.com	National / international certificates, accreditations, awards  • Temos "Quality in International Dental Care"  • ISO 9000: 9001
<ul> <li>Medical disciplines</li> <li>Dental clinic</li> <li>Dental surgery</li> <li>Oral and maxillofacial surgery</li> </ul>	Services for international patients  International Department Internet access Pre-travel support Transport assistance Translation services Transparent billing Detailed invoices







## **Reproductive Care Centers**







## Assisted Reproduction Unit "Institute of Life" of IASO S.A. "IASO Private General, Obstetric-Gynaecological & Paediatrics Clinic-Diagnostic, Therapeutic & Research Center S.A.

Languages spoken by staff
Greek English German French Italian Spanish Any other language (translator)
National / international certificates, accreditations, awards
<ul> <li>Temos "Quality in International Reproductive Care"</li> <li>ISO 9001:2015</li> <li>EN 15224:2016</li> <li>HCCP ISO 22000 (by the catering subcontractor)</li> </ul>
Services for international patients
<ul> <li>International Department</li> <li>Special food (different diets, kosher, halal, etc.)</li> <li>Religious facilities: Space supplied upon request</li> <li>Gender specific care</li> <li>Single patient rooms</li> <li>Private bathroom</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transport assistance</li> <li>Translation services</li> <li>Post-discharge support</li> <li>Gym, fitness, rehab</li> <li>Transparent billing</li> <li>Detailed invoices</li> <li>Provision of discharge report in understood</li> </ul>
-

#### to be continued







## Assisted Reproduction Unit "Institute of Life" of IASO S.A. "IASO Private General, Obstetric-Gynaecological & Paediatrics Clinic-Diagnostic, Therapeutic & Research Center S.A. (continued)

#### **Medical disciplines**

- Radiotherapy
- Urology
- Vascular surgery

#### Others

- Nuclear medicine
- Pathology
- Cytology
- Breast surgery
- IVF
- Brachytherapy
- Infectious diseases
- Physiotherapy (lymphedema)
- Endoscopy
- ICU (Interists)

#### **IASO Pediatrics:**

- General Surgery
- Neonatal surgery
- Traumatology/orthopedics
- Thoracic and cardiovascular surgery
- Neurosurgery
- Plastic surgery
- Urology
- ENT surgery
- Eye surgery
- Catherterization laboratory
- Hand surgery
- Anesthesia by physicians of IASO
- Gastroenterology
- Pneumonology
- Cardiology
- Hematology
- Endocrinology
- Obesity therapy
- Dermatology
- Nephrology
- Neurology
- Opthalmology
- Reumatology
- Psychiatry
- Physiotherapy
- Bronchoscopy
- Development therapists

#### **Further main services**

- Restaurant
- Coffee shop
- Flower shop
- Gift shop
- Bank
- Hair dresser

#### **Centers of Excellence**

- Intrauterine insemination (IUI)
- In vitro fertilization (IVF)
- Intracytoplasmatic sperm injection (ICSI)
- Blastocyst transfer
- Cryopreservation of oocytes, zygotes, embryos
- Gamete donation
- Surrogacy
- Egg donation
- Semen Analysis
- Advanced Semen Analysis:
  - Oxidative stress
  - o DNA fragmentation
  - o HBA (Hyaluronan binding assay)
- Preimplantation Genetic testing:
  - PGD-A (Preimplantation genetic testing-Aneuploidy)
  - PGT-M (Preimplantation genetic testing-Monogenic diseases)
  - o PGT-SR (Preimplantation genetic testing-Structural re-arrangements)
- TESE, micro TESE, PESA, MESA, Chirurgical sperm extraction
- Oocyte vitrification, Ovarian tissue freezing







#### **REA Maternity Hospital – Fertility Unit**

REA Materinty Hospital – Fertility Offic	
Address of facility	Languages spoken by staff
Street: Siggrou Ave. No: 383 ZIP code: 17564 Town: Athens Country: Greece Website: www.reamaternity.gr Phone reception:+30 210 9495172	English German French Italian Spanish Russian Romanian Georgian Ukranian
Contact details for Diplomatic Council requests	National / international certificates, accreditations, awards
Name: Mrs Diamanti Penelope Position: Quality Coordinator Phone:+30 2109495679 Email: PDiamanti@reamaternity.gr	<ul> <li>Temos "Quality in International Reproduction Care"</li> <li>ISO 9001:2015</li> <li>BS EN 15224:2012</li> </ul>
Medical disciplines	Services for international patients
<ul> <li>Autologous Intrauterine Insemination (IUI) Stimulated</li> <li>Immune and Anti-Coagulant Therapy</li> <li>In-Vitro Fertilisation (IVF)</li> <li>Intra Cytoplasmic Sperm Injection (ICSI)</li> <li>Imsi</li> <li>In Vitro Maturation (IVM)</li> <li>Blastocyst Embryo Transfer</li> <li>Laser Assisted Hatching (AH)</li> <li>Time laps</li> <li>Surgical sperm retrieval (PESA; TESA; MESA)</li> <li>Sperm Donation</li> <li>Egg Donation</li> <li>Embryo Donation</li> <li>Surrogacy</li> <li>Preimplantation genetic diagnosis</li> </ul>	<ul> <li>International Department</li> <li>Special food (different diets, kosher, halal, etc.)</li> <li>Religious facilities</li> <li>Gender specific care</li> <li>Single patient rooms</li> <li>Private bathroom</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transport assistance</li> <li>Translation services</li> <li>Post-discharge support</li> <li>Transparent billing</li> <li>Detailed invoices</li> <li>Provision of discharge reporting understood language</li> </ul>







## **Rehabilitation Centers**







Special hospital for medical rehabilitation Stubicke Toplice	
Address of facility	Languages are spoken by staff
Street: Park Matije Gupca No: 1 ZIP code: 49244 Town: Stubičke Toplice Country: Croatia  Phone reception: +385 49 201 001 Website: http://sbst.hr Email: info@sbst.hr	Croatian English German
Contact details for Diplomatic Council requests	National / international certificates, accreditations, awards
Name: Ms. Zorica Capar Position: Interim Manager Phone: +385 49 201 001 Mobile: +385 998533921 Email: smjestaj@sbst.hr and ravanteljstvo@sbst.hr	Temos "Quality in Rehabilitation Care"
Medical disciplines	Services for international patients
<ul><li>Neurology</li><li>Physiotherapy</li><li>Psychiatry</li></ul>	<ul> <li>International office, International patient department</li> <li>Special food (kosher, halal, diabetes, etc.)</li> <li>Religious facilities</li> <li>Gender specific care</li> <li>Single patient rooms</li> <li>Private bathroom</li> <li>Internet access</li> <li>Pre-travel support</li> <li>Transportation assistance</li> <li>Translation services</li> <li>Gym, fitness, rehab</li> <li>Post-discharge support</li> <li>Transparent billing</li> <li>Detailed invoices</li> </ul>







## **Medical Travel Coordinator**







#### CrossBorderMedCare

#### Address of facility

Street: Marinou Geroulanou

No: 13

ZIP code: 11524 Town: Athens Country: Greece

Website: www.crossbordermedcare.com Email: info@crossbordermedcare.com Phone reception: +30 210 700 1000

#### Languages spoken by staff

Greek English German Swedish French

Russian

#### **Contact details** for Diplomatic Council requests

Name: Maria Dionysatou

Position: Network & Business Development

Executive

Phone: +30 210 700 1000

Email:

mdionysatou@crossbordermedcare.com

#### National/international certificates, accreditations, awards

- Temos "Quality in International Medical Travel Coordination"
- ISO 9001:2015

#### **Key performances**

#### 24/7 Medical call center

We undertake any necessary actions regarding:

#### Medical emergency

Travelers in Greece in need of medical care

#### • Expatriates in Greece

Foreign citizens living or working in Greece, in need of receiving urgent or planned medical care

#### Medical escort services

Nurse, Doctor Escort, Portable Oxygen Concentrator (POC) in case of medical repatriation

#### Medical travel

Individuals seeking high quality planned medical care

Dental care

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Gender specific care
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support

#### Main cooperating hospitals and clinics

- BioClinic Athens, Greece
- BioClinic Thessaloniki, Greece
- BioClinic Piraeus, Greece
- Corfu Medica, Greece
- Krito, Rhodes, Greece





German

English Italian

French

Mandarin

Hungarian



#### **Dental Travel**

#### **Address of facility**

Street: Im Hagenbrünneli

No: 8

ZIP code: 8046 Town: Zürich

Country: Switzerland

Website:

www.dentaltravel.ch/en/index.php

Phone reception: +44 945 14 39

## National/international certificates,

accreditations, awards

Languages spoken by staff

Temos "Quality in International Medical Travel

Coordination"

#### **Contact details**

for Diplomatic Council requests

Name: Eszter Jopp Position: CEO

Mobile: +49 171 673 9999 and 171 673 8888 Email: b.gyuricza@firstmed-services.de

#### **Key performances**

FirstMed (Dental Travel) has offered dental treatments in Hungary since 1997. For this reason, we were the first company in Switzerland and Germany to provide these services. We monthly treat more than 200 patients with a rising trend from Switzerland and Germany. FirstMed (Dental Travel) stands for service and quality. This applies both to our choice of partners and the organization of your journey. Our aim is to offer you dental treatment that at least compares to German quality standards but at a significantly lower price.

We offer everything from a single source: starting from an initial consultation and a free treatment plan up to the full organization of the travel documents and accommodation.

#### Main cooperating hospitals and clinics

- CosmoDent Clinik, Budapest/Hungary
- CompletDent, Budapest/Hungary
- Hillside Klinik, Sopron/Hungary
- Hillside Gödöllö/Hungary
- HD Dent, Mosonmagyarovar/Hungary

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Service for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support







#### FirstMed Services

**Address of facility** 

Street: Am Park

No: 7

ZIP code: 14476 Town: Potsdam Country: Germany

Company established in: Stuttgart/Germany

Website: <a href="www.Firstmed-services.de">www.Firstmed-services.de</a>
Phone reception: +49 711 470 42 88
Email: <a href="mailto:info@firstmed-services.de">info@firstmed-services.de</a>

Languages spoken by staff

German

Hungarian

English

Italian

French

Mandarin

Contact details for Diplomatic Council requests

Name: Eszter Jopp Position: CEO

Mobile: +49 171 6739999, 171 6738888

Email: e.jopp@firstmed.de

National/international certificates, accreditations, awards

Temos "Quality in International Medical Travel

Coordination"

#### **Key performances**

FirstMed has offered dental treatments in Hungary since 1997. For this reason, we were the first company in Switzerland and Germany to provide these services. We monthly treat more than 220 patients with a rising trend from Switzerland and Germany. FirstMed stands for service and quality. This applies both to our choice of partners and the organization of your journey. Our aim is to offer you dental treatment that at least compares to German quality standards but at a significantly lower price.

We offer everything from a single source: starting from an initial consultation and a free treatment plan up to the full organization of the travel documents and accommodation.

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support

#### Main cooperating hospitals and clinics

- CosmoDent Clinic, Budapest/Hungary
- CompletDent Clinic, Budapest/Hungary
- Hillside Klinik, Sopron/Hungary
- Hillside Gödöllö/ Hungary
- HD Dent, Mosonmagyarovar/Hungary







#### **GD** Assist

#### **Address of facility**

Street: Green Delta Aims Tower (6<sup>th</sup> floor),

Mohakhali No: 51-52

ZIP code: 1212 Town: Dhaka

Country: Bangladesh

Website: www.gdassist.com

Email: <a href="mailto:gdassist@green-delta.com">gdassist@green-delta.com</a>
Phone reception: +880 1617666888

#### Languages spoken by staff

English Bangla Hindi

#### **Contact details**

#### for Diplomatic Council requests

Name: Mr. Syed Moinuddin Ahmed

Position: Managing Director Mobile: +880 1730029758

Email: ahmed.moin@green-delta.com

## National/international certificates, accreditations, awards

- Temos International Health Accreditation "Quality in International Medical Travel Coordination"
- ISO 9001:2019
- International Board of Medicine & Surgery Award 2018
- Excellence in Customer Service in International Medical Travel Journal (IMTJ) Award
- Certified as Corporate Wellness Specialist

#### **Key performances**

GD Assist is the only one Corporate Company in Bangladesh who is working as a healthcare management company. Our medical network spans the healthcare tourism hubs of India, Malaysia, Singapore, and Thailand. We understand that speed is of essence in case of emergencies, and hence can activate visa-related procedures and doctor appointments in the fastest possible way. In effect, we can provide highly customized itineraries based on customer requirements, ensuring the best possible health outcomes. This also differentiates us from the others, as our response times are much faster, providing assurance to our customers.

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Gender specific care
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support
- Local hospital appointments
- Cashless service in hospitals
- Tele-video consultation with local doctors (also with India, Thailand, Malaysia, Singapore, Turkey)

#### To be continued







#### **GD Assist Limited (continued)**

#### **Key performances**

We have always placed customer trust and transparency on the highest pedestal. Hence, we ensure correct guidance on affordability under our medical tourism programs, backing this with prompt services at an expected price, which increases efficiency and helps save costs.

Our valued clients can get our services through online payment at 0% EMI rate.

Corporate wellness service: We organize comprehensive corporate wellness programs. As a part of this platform, we assist organizations from abroad in conducting health awareness campaigns across various corporate houses in Bangladesh. These health awareness programs will help your employees to understand the importance of sustaining good health, while remaining stress-free.

#### Main cooperating hospitals and clinics

- Evercare Hospital, Dhaka (Bangladesh)
- United Hospital, Dhaka (Bangladesh)
- Prince Court Medical Center, Kuala Lumpur (Malaysia)
- Raffles Hospital, Singapore
- Fortis Hospital (India)

#### Services for international patients

- Home delivery medicine service
- Medicines from abroad
- Home ECG & X-ray services
- Home sample collection
- Home COVID-19 sample collection
- Nany/caregiver service
- Oxygen cylinder service
- Air tickets
- Hotel accommodation
- Air Ambulance
- Ground ambulance
- Meet & Greet services

We also work as a Third-party administrator:

It's currently involved in bringing a new dimension to healthcare services by way working as a Third-Party Administrator (TPA). We process health insurance claims.

We handle the claims processing for an employer that self-insures its employees. We also manage insurance company's claims processing that includes providing medical documents, time to time patient's update and medical bill. Though patient can take cashless treatment, we provide Guarantee of Payment (GOP) to the hospital on the behalf of the patient. Now as a TPA we are working with Global medical facilitator like: International SOS, AMA Global Assistance, BUPA, Mayfair, World Travel Protection, International Assistance Group, Global Benefits Group and also with national Corporate.







#### MCAN Saglik Turizmi Asistans ve Danismanlik (MCAN Health)

Address of facility	Languages spoken by staff
Street: Tomtom Mah. Nuri Sok, Nuri Ziya	Turkish
Ap. No 16, Kat 5	English
ZIP code: 34433	German
Town: Beyoglu	Russian
Country: Turkey	Dutch
Website: www.mcanhealth.com	French
Email: info@mcanhealth.com,	Spanish
support@mcanhealth.com,	
followup@mcanhealth.com	
Phone reception: +90 5459701545	
Contact details	National/international certificates,
for Diplomatic Council requests	accreditations, awards
Name: Ms. Gülsultan Dogan, Ms. Neslihan Ayik Position: Founder/CEO, Quality Manager Phone: +90 2129123270 Mobile: +90 5322531893 Email: gul@mcanhealth.com, neslihan@mcanhealth.com	<ul> <li>Temos "Quality in International Medical Travel Coordination"</li> <li>Republic of Turkey Ministry of Health "International Health Tourism Authorization Certificate"</li> <li>Association of Turkish Travel Agencies "Type A Agency Certificate"</li> <li>Republic of Turkey Ministry of Trade "Top 500 Service Exporters Success Certificate"</li> <li>What Clinic "Best Customer Award 2016 – 2018 for Hair Transplant and Plastic Surgery"</li> <li>What Clinic "Best Customer Award 2019 for Plastic Surgery</li> <li>Mood Magazin "Best Medical Travel Company of Turkey 2018</li> </ul>

#### To be continued







#### MCAN Saglik Turizmi Asistans ve Danismanlik (MCAN Health) (continued)

#### Main cooperating hospitals and clinics

- Türkiye Hastanesi, İstanbul (Turkey)
- MCAN Medical Aesthetic Clinic, Istanbul (Turkey)
- Dent Group, Istanbul (Turkey)
- Dr. Ömer Sagir Estetik ve Plastik Cerrahi Uzmani Muayenehanesi, Istanbul (Turkey)
- Dr. Habib Baskurt Plastik Rekonstrüktif ve Estetic Cerrahi Muayenehanesi, Istanbul (Turkey)

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Spiritual/religious support during stay
- Gender-specific care
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support
- Medical travel insurance

#### **Key performances**

- Qualified, strong employee base
- High technology
- **Excellent CRM tool**
- Data protection KVKK compliant
- Experience, Professionalism
- Has checkpoints and works to improve its original quality of care
- Has continuous patient follow-up
- Uses quality control indicators to improve processes
- Legal and ethical adherence
- Patient rights and well being in the center of all company principles
- Ethical partnership with all 3rd party contractors (Hospitals, Clinics, Doctors, Suppliers, etc.)







#### **Marm Assistance**

#### **Address of facility**

Street: Ankara Caddesi

No: 486

ZIP code: 34912 Town: Istanbul Country: Turkey

Website: <a href="https://www.marmassistance.com">www.marmassistance.com</a>
Phone reception: +90 216 560 07 24

## Contact details for Diplomatic Council requests

Name: Ms. Ilke Saglamer Position: Quality Management

Representative/Director Billing & Contract

Management

Phone: +90 216 560 07 24 Mobile: +90 5380521094 Email: ilkes@marm.com.tr

#### Languages are spoken by (medical) staff

Turkish, English, German Russian, Persian, Arabic French, Azerbaijani

## National/international certificates, accreditations, awards

- Temos "Quality in International Medical Travel Coordination"
- ISO 27001:2013
- ISO 9001 2015
- International Health Tourism Authorization Certificate

#### **Key performances**

- Reasonable cost
- General quality level
- Dedicated & tailor made solutions
- Highly skilled team
- Financial strength and agility
- Certified quality and 24/7/265 capability
- Onhouse full time doctors & nurses
- Upgraded state of the art IT systems and highly skilled IT team

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Spiritual/religious support during stay
- Gender specific care
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support

#### Main cooperating hospitals and clinics

- Acibadem Hospital Group
- Medipol Hospital Group
- Medical Park Hospital Group
- Medicana Hospital Group
- Anadolu Hospitals

#### Other services

All medical & travel assistance and concierge services

- Escort
- Nursing
- Air ambulance
- Ground ambulance
- Hotel
- etc.







#### **MediGence Network**

#### **Address of facility**

Street: Skybox Business Center, C22, Sector

65, 2<sup>nd</sup> floor ZIP code: 201301 Town: Noida Country: India

Website: <a href="www.medigence.com">www.medigence.com</a>
Phone reception: +1 424 28 348 38
Email: <a href="mailto:contactus@medigence.com">contactus@medigence.com</a>

#### **Contact details**

#### for Diplomatic Council requests

Name: Ms. Guneet Bhatia

Position: Chief Operating Officer (COO)

Mobile: +91 897 910 8337

Email: guneet@medigence.com

#### Languages are spoken by (medical) staff

English Urdu Arabic Bengali Punjabi

## National/international certificates, accreditations, awards

- Temos "Quality in International Medical Travel Coordination"
- ISO

#### **Key performances**

- Secured and encrypted transfer of medical reports between patient – MediGence – hospitals
- End-to-end patient care support and coordination
- Dedicated patient care manager for personalized support
- Pre-travel assistance with visa applications and flight bookings
- Special promotional packages for specific treatments with additional benefits worth \$800 to \$1500
- Telemedicine services for pre-travel or follow-up consultation with treating specialist/team

#### Services for international patients

- Pre-travel support
- Transportation services
- Translation services
- Touristic programs
- Gender-specific care
- Services for handicapped people
- Transparent billing
- Detailed invoices
- Post-discharge support

#### Other services

All medical & travel assistance and concierge services

- Hotel accommodation
- Telemedicine for follow-up and pre-travel phase

#### Main cooperating hospitals and clinics

- Indraprastha Apollo Hospital, New Delhi/India
- American Hospital, Dubai/UAE
- Quironsalud Group, PAN/Spain
- Medicana Group, PAN/Turkey
- Vejthani Hospital, Bangkok/Thailand







## DC Preferred Partner Hospitals, Clinics and Medical Travel Coordinators

# A Diplomatic Council hospitalscout.com & Temos International Project











