

Can you organise an interpreter for me?

No, we kindly ask you to arrange for an interpreter yourself.

Can you help me with appointments (arranging and rescheduling, cancellation)?

No, we kindly ask you to schedule and organise your appointments directly with the clinic departments.

Am I obliged to sign a treatment agreement?

Yes. Without a valid treatment agreement you cannot be treated at the Medical Center – University of Freiburg.

Why do I have to sign so many data protection documents?

With the European General Data Protection Regulation coming into effect, the Medical Center – University of Freiburg is obligated to inform every patient of his or her privacy rights and to obtain his or her active permission to the collection, procession and storage of his or her personal data.

For further information please contact our colleagues:

IP, Universitätsklinikum Freiburg
Breisacher Str. 86 b
79110 Freiburg, Germany
Tel: +49 761 270-85559
Fax: +49 761 270-85557

international.patients@
uniklinik-freiburg.de
www.uniklinik-freiburg.de

International Patients: Frequently Asked Questions

Medical Center - University of Freiburg
Germany

Imprint

Publisher: © Universitätsklinikum Freiburg | 2019
Editor: IMS, Medical Center – University of Freiburg
Design: Medienzentrum | Universitätsklinikum Freiburg

■ **What is IP?**

IP (International Patients) was established in August 2015 by the Board of Directors of the Medical Center – University of Freiburg as a central registration desk for patients who enter Germany for the purpose of elective medical treatment and who are not covered by any European health insurance agreement – and who do not wish to enlist the service of IMS.

If you would like to engage services such as help with the organisation of appointments, interpreters and/or airport pick-up service, please contact the office for International Medical Services (IMS).

■ **What does IP do?**

- draw up a cost estimate and take in the deposit (cost assurance)
- issue the final invoice
- forward the medical reports
- visa support

■ **How can I pay for my treatment?**

Via bank transfer in advance, cash deposit, giro/debit card, or credit card (all major credit cards accepted).

■ **When do I pay for my treatment?**

Please pay at the IP desk before your first appointment or via bank transfer in advance.

■ **Is the sum stated in the cost estimate the final cost or is it possible that I have to pay more?**

The cost estimate lists the expected costs of the scheduled examinations and/or treatment. It is possible that you have to pay for additional examinations or treatment that was not foreseeable at the time the costs were calculated. If further examinations and appointments become necessary, an additional deposit has to be paid at IP for the follow-up appointments.

■ **Can I pay my invoice after my treatment has been completed?**

Unfortunately no, payment in advance is always required.

■ **When will I receive my final invoice?**

You will receive your final invoice within 12 weeks after your treatment has been completed.

■ **When will my remaining balance be paid back to me?**

You will be paid back once the final invoice has been drawn up. Please make sure to provide IP with your valid bank account or credit card details for that purpose.

■ **Can I have separate billing?**

Yes, all separate invoices of the different departments can be provided on request.

■ **Can I receive my invoice in English or other languages?**

No, invoices are provided in German only.

■ **Will I be reimbursed for the treatment costs by my health insurance?**

Please clarify possible reimbursements in advance with your health insurance. IP cannot be held responsible if your health insurance does not reimburse you for your treatment. It is possible that the surcharges raised by the clinic are not reimbursed.

■ **What is the infrastructural fee?**

The infrastructural fee is a fee raised by the medical centre for the use of the hospital's infrastructure by international patients entering the country for the purpose of elective medical treatment.

■ **Can I receive my medical reports in English or other languages?**

No, all medical reports are provided in German only.