

German Hospital Service Ltd. – Krähenwinkel 9 - 39576 Stendal – Germany –
Director: Elena von Krause –
Terms of Reference

German Hospital Service is patient referral organisation and not itself a hospital. Our primary service is the assistance for international patients to locate the best-possible hospital in Germany for getting adequate diagnostics or treatment. Further, our services include establishing the contact between the patient and the hospital that was chosen for treatment, acting as referral liaison, assisting in the visa application process if necessary, e.g. by ensuring that the patients get all the necessary documents from the hospital. German Hospital Service offers different service levels at different prices:

1. Initially, we process the treatment request, putting together a startup information package and setting up a customer's account in our database with all the relevant medical information, ready to present the patient to a hospital. The patient receives our E-brochure on Hospital Treatment in Germany. The **General Processing Fee** is 50.-€
2. If the customer prefers to contact the hospital himself, without our assistance, we will locate suitable hospitals and provide the names and contact data for 2- 3 well-qualified clinics for the requested treatment. For this **Information Service**, the additional fee (plus 1.) is **80.-€**
3. In some cases, customers will want to get a second medical opinion by a specialist in Germany only. Or they want a medical appraisal of the situation in order to decide whether a treatment trip to Germany is advisable. For the arrangement of such a **Medical Expertise** document, the additional fee (plus 1) is **250.-€** not including the doctor's fee which will usually be about 300.- €
4. If the customer prefers us to contact the hospital on his behalf, get a medical treatment opinion, cost estimate and a letter of treatment confirmation with the contact information and an appointment date, the additional fee for this **Full Referral Service** (plus 1.) is **300.-€**. If the referral follows from the medical expertise (2.), the payment for 2. is deducted.
5. If the customer needs visa to come to Germany and requires our special assistance with the embassy, our visa services include gathering the necessary documents from the hospital, sending them to the customer by international courier and contacting the embassy to assist the visa process. If the German visa authority in your country requires that the costs of treatment in Germany are prepaid in order to provide the visa, we will make sure that the hospital acknowledges the receipt of your payment quickly and send you the receipt by courier. For this **Visa Service**, the additional fee (plus 1 and 2) is **400.- €**
6. We are also prepared to provide additional services, like personal welcome at the airport, transfer to the hospital, booking of hotel accommodation for escorts, personal assistance with the hospital administration, personal presentation to the doctor, arranging interpreter services if necessary, assistance during hospital stay and after discharge, including an expert check of the hospital bills etc. For these **personal services**, the fees will depend on the time that is required by the customers. Our standard rate is **150.- € per hour** including travel times, plus travel expenses. If the patient requires **medical transport** from the airport to the clinic, we can arrange that. The transport provider will have to be paid separately by the patient.
7. For insurance companies we offer the service of checking hospital bills for treatments in Germany. We often see, that the DRG-basis is not applied properly for international patients, and we can assist in getting the bills based on the legal framework in Germany. The fee for this **Invoice Check** is **250.-€**

The fees for packages 1 to 5 are payable in advance: We can only provide the documents or information packages after we have received the payment. The banking coordinates for Paypal, bank transfer or Western Union transfer are provided when you order your services. As we have no way to guarantee that the customers can take advantage of the information we provide, or that the embassy issues the necessary visa, **these fees are not refundable**. The fee for services as described in **6.** is payable upon arrival to Germany.

Most hospitals require advance deposit payments from international patients. These deposit payments can be made through our accounts by credit card (Paypal), Western Union transfer or bank transfer. However, we encourage to make these payments directly to the hospital.

Liabilities: We guarantee that we will handle any documents you provide with utmost care and confidentiality. Further, we guarantee that we will propose at least one first-class hospital where your treatment will be possible. We will, however, not be responsible if the treatment is not possible as planned because the diagnostic situation is different from what was to be expected based on your information, if the treatment is not as successful as hoped or has any adverse side effects; this is not within our area of responsibility.