

Dear Patients,

We are committed to promoting your health and your well-being. In addition to optimal medical treatment, we understand that personal attention helps to build trust, which is an essential part of the recovery process. You have placed your trust in our hospital and IMS, and it is our aim to make your stay as pleasant as possible for you and your family.

IMS (International Medical Services and International Business Development) is part of a German state hospital and not a private company. As a state institution, we are obligated to conduct our work abiding the law.

Past experience has shown that many patients have the same questions and concerns. Therefore, in order to strengthen the trust you have placed in IMS, we have prepared a brochure to answer your questions and explain the procedures and modalities associated with your treatment and stay at the Medical Center – University of Freiburg.

Please do not hesitate to contact your IMS patient adviser for help with any questions you may have with regard to your individual treatment and care. The entire IMS staff wishes you all the best for continued health and wellbeing.

Yours sincerely,

Doris Haltmair
Head of the Department

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**UNIVERSITÄTS
KLINIKUM** FREIBURG

What you always wanted to know...



International Medical Services and
International Business Development

Imprint

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MEDICAL CENTER – UNIVERSITY OF FREIBURG, GERMANY



■ **Is IMS an agency?**

No. IMS is a public institution; it is a department of the Medical Center – University of Freiburg and not a private company. All members of the IMS staff are employees of the hospital. They are paid a fixed salary independent of the number of patients under their care. They do not work on commission.

■ **How is IMS financed?**

As a public institution, the IMS department is financed by the Medical Center – University of Freiburg.

■ **What is the role of IMS?**

IMS handles all organizational tasks for patients coming from abroad for treatment in Germany. These include visa invitation letter, cost estimate, coordination of appointments, airport transfer, accommodation and care of patients and their families, cost control during treatment, sending out medical reports and settlement of treatment costs. Our aim is to make your stay as pleasant as possible.

■ **Do you need an interpreter?**

The presence of a qualified interpreter is strongly requested by the doctors and medical staff in our hospital. IMS will be happy to provide you with a list of interpreters from which you may book an interpreter of your choice. All interpreters are freelancers. You book and pay for their services yourself.

■ **What is included in the IMS cost estimate?**

Before travelling here, you will receive a detailed cost estimate, which includes the statutory costs for treatment, doctors' fees as well as fees for infrastructure and administration and a risk premium.

■ **Why do you have to pay the treatment costs in advance?**

According to hospital policy, the treatment costs always have to be paid in full before your admission to the hospital (both inpatient and outpatient). In case you need visa support, the full amount has to be transferred to the Medical Center – University of Freiburg before we are allowed to issue a visa invitation letter.

■ **How are accounts settled for IMS patients?**

You will receive a detailed final invoice within 8 weeks after discharge from the hospital. The difference between the deposit and the final invoice has to be reimbursed either by the hospital or by the patient.

■ **Can you have separate billing?**

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

■ **Why can't you receive all your medical reports and your invoice on the day of your departure?**

Invoices for the individual departments are compiled by external accounting centres. Once all separate invoices have been received and processed, IMS will assemble your final invoice. We kindly ask for your understanding that this accounting process may take up to 8 weeks.

We strive to always provide you with your medical reports as soon as possible. It is possible that pending laboratory results may delay the completion of your medical report.

■ **Why do you have to wait for some time to see a doctor although you have an appointment?**

The Medical Center – University of Freiburg is a maximum care hospital, which covers the entire south-west of Germany. The large number of patients our doctors see every day plus emergencies may cause delays in appointments.

■ **Do you have to pay value-added tax on medical services?**

No. In Germany, medical treatment and all medical services are exempt from value-added tax.