



UKSH
International

International Patientservice



Dear Patients and Visitors,

thank you for your interest in the range of medical services offered by the University Medical Center Schleswig-Holstein, UKSH. The UKSH has a long tradition in providing medical and health care. Many patients from outside

Germany come especially to receive medical treatment in our clinics. With locations in Kiel and Luebeck, UKSH is one of Europe's largest medical centers and covers the entire spectrum of modern medicine and health care.

Our global research network serves as the basis for excellent diagnostics and medical treatment in over 80 clinics and institutes. With 2,000 physicians, scientists and researchers, and a health staff of 3,600 people, our Medical Center guarantees highly individualized health care. The latest research results are immediately translated into clinical practice, all to the benefit of our patients. Your health is our concern. We want you to be at ease and know you are in good hands at UKSH.

Sincerely yours,

Oliver Grieve
Head of Department of Integrated Communication



Dear Friends,

welcome to your home away from home. We, at the UKSH International, inform you about the wide-range of medical treatment available at the UKSH on an individual basis and support you in all formal and organizational matters concerning your treatment with us. We coordinate and organize your stay in our hospitals in Kiel and Luebeck and make your visit with us as pleasant as possible.

Adjoining you will find part of the services we render for our international patients

We look forward to receiving your enquiry.

Dip. Psych. Nicole Hanna Meyer
Team Leader UKSH International (arabic/english)

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Are you thinking about coming to Germany for your treatment and would like to know more about the medical treatment available at the UKSH?

Your International Team is available to assist you and your family with any concerns you may have- and are dedicated to helping reduce the stress of your hospital stay. Before you start your medical journey abroad there are a number of formal and organizational matters that have to be dealt with. We will of course support you with each step:

- **Your enquiry**

If you are inquiring about medical treatment at UKSH, please send a detailed, current medical report describing your medical requirements to the UKSH International.

- **Our offer**

Our specialized medical departments will perform an assessment of your case and provide recommendations for treatment based upon your medical report. In addition, we will provide an individual offer including information about the kind of treatment, the expected duration of treatment and the costs involved. Please be aware that an assessment charge of 65€ will be calculated for processing the case.

- **Appointment**

If you decide to have your treatment performed at the UKSH, please contact the UKSH International for an appointment. You will be given the next available appointment with a specialist in your medical area.

- **Costs**

Before treatment can begin we need to have payment from your insurance company or alternative sponsor. If you are covering the costs of treatment yourself, the payment of the total cost estimation is required before treatment begins.

- **Visa**

If a visa is required for travel to Germany, we will provide you with a confirmation letter stating that you are being treated at our Medical Center and you can apply for a visa at the German embassy or a German consulate in your home country.

- **Journey**

As soon as you arrive at Hamburg Airport we will organize a Taxi for you and your family to be driven to our medical center or Hotel in either Kiel or Lübeck. The same service is available if you arrive by ferry or by train.

- **Interpreter**

Interpreters are available in both Kiel and Luebeck to facilitate communication with our doctors and nursing staff.

- **Invoice**

When treatment is complete you or your sponsor will receive a detailed invoice listing all of the services performed.

