

## FAQ

### **Q .1)What exactly does Medical Tourism represent ?**

**Ans:-** Medical tourism is traveling to a foreign country for medical reasons. It may include any medical treatment and be caused by numerous reasons. The most common reasons are great differences in prices, quality services and combining vacation and medical treatments.

### **Q .2)I have certain symptoms. I don't know which specialist to ask for ?**

**Ans:-**You could email/post us all your symptoms and investigations done so far and also the diagnosis made by your local Doctor. Your reports and the treatment suggested would be privately passed on to the specialist of your choice who will suggest the best possible treatment.

### **Q .3)I have been diagnosed with a specific disease. How do I go about seeking surgical treatment from a specialist ?**

**Ans:-**If your diagnosis has been made by your local Doctor and you require a surgical procedure performed on you, you could send us all the clinical details and we will e mail you the details of the surgery, no. of days, stay and cost of the whole procedure.

### **Q .4)Can I access these Indian healthcare facilities directly ?**

**Ans:-**You can. However, as you may know that india is a very large country with innumerable tertiary health care centers each specializing in different areas of tertiary care. You might have difficulty in locating the facility appropriate to your particular healthcare problem within your budget. Imagine trying to make travel, lodging and boarding arrangements, fixing doctors appointments, keeping schedules etc. And finally about taking the decision itself all these would not only add to your costs but also to your stress levels and you would agree that this is something you can do without.

GTS represented by Global Treatment Services takes care of all these activities. Even before you buy your airline ticket, your case is studied by a specialist of your choice who will advice you the best treatment and would appropriately treat your case on your arrival.

GTS also provides precise assessment of cost involved to the health visitor. In all cases this would be the optimum one, given our doctor and medical institutions network. Which means that we will ensure that the health visitor is given the best treatment at least cost.

### **9. How do I make payment for my treatment in India?**

Post deciding your treatment option, doctor and the hospital where you wish to get the treatment done, you would be required to pay an advance to the hospital as per the cost estimates. GTS also provides credit & financial assistance for your medical as well as non-medical needs, if you are travelling through your insurance organization or corporate office. Though the hospitals may still extend a credit on medical bills, there are other aspects such as hotels/ Guest houses, transport and medicines. GTS finances these bills on cash and raises a bill on your good office later.

### **Q .5)How do I get assured best value for money services from your company ?**

**Ans:-**The assurance of value comes from our knowledge of the systems here, the medical experts are committed. We also invite you to have a medic-to-medic reference.

**Q .6)How do I make payments for the treatment ?**

**Ans:-**You don't have to pay the whole amount in advance. On registration you will need to pay 30% of the cost of treatment in advance. Subsequently, the balance 70% at the time of discharge from the hospital.

**Q .7)Do I have to pay extra for utilizing the services of GTS?**

**Ans:-**The "Basic Care" package is provided free of cost to all the international patients.

**Q .8)Is there a MEDICAL VISA for patients opting for treatment in India and do you provide assistance for getting the same ?**

**Ans:-**Yes certainly there is a special MEDICAL VISA for patients who opt for treatment in India. The Visa is initially given for 1 year and extended upto 2 years in case of prolonged treatments. The Visa is available to citizens of all the countries. GTS team provides full assistance to the patients in documentation and paperwork required for procuring the MEDICAL VISA.

**Q .9)How reliable is the quality of medical treatment in India ?**

**Ans:-**Medical treatment that is truly world-class is available in several top hospitals across India's metropolitan cities. These hospitals boast state-of-the-art medical equipment and diagnostics. The expertise and experience of the doctors places them amongst the worlds finest

**Q .10)Are Indian doctors well qualified and experienced ? Even for complicated cases ?**

**Ans:-**Yes. India's medical schools are highly rated. What's more, most of India's leading doctors have also studied and worked in the best medical institutions, generally in U.K and U.S.A. Moreover, the doctors from our associate hospitals keep abreast of the latest technologies accepted worldwide by attending refresher courses from time to time.

Their global acceptance can be gauged from the fact that every year, hundreds of renowned Indian doctors visit Europe and USA to teach at leading hospitals and universities by invitation. New and innovative techniques are constantly being adapted and mastered by Indian surgeons who have success rates which are as good as those in the world's best hospitals.

**Q .11)Do cheaper costs mean lower quality or less qualified doctors ?**

**Ans:-**Definitely not. The reason medical care is cheaper in India is because of much lower living costs in India when compared to Europe or U.S.A.

Indian hospitals use the same top notch diagnostic and surgical equipment ( made by, for e.g., multinationals like Siemens, Philips and G.E ) that hospitals overseas do. All critical consumables are imported or made in India to world standards.

Indian doctors and nurses are in great demand the world over. Hospitals in U.K. and U.S.A. are increasingly being staffed by Indian professionals - when you come to us for treatment, you will be

entrusted to very safe hands.

**Q .12)Will the estimate be all inclusive ? Would it be subject to any increases ?**

**Ans:-**The estimate will be all inclusive, except where a few exclusions have been mentioned. We try to keep these exclusions to the minimum. Please note, however, that these are estimates and will in some cases vary.

**Q .13)Are there any hidden costs like taxes, surcharge, diagnostic fees, doctor's consultation charges etc. ?**

**Ans:-**The estimate we give you includes all such charges.

**Q .14)How about the stay of my attending partner ?**

**Ans:-**The attending partner can stay with the patients who are being treated in twin sharing category or higher wards.

If the patient is being treated in ICU, the escort will have to stay in a hotel or apartment. We will help the patient's escort to find suitable accommodation.

**Q .15)What if I only require Outpatient treatment, not requiring a stay in the hospital ?**

**Ans:-**In many cases where only investigations are required or when the patient is looking for dental treatment or other minor medical treatment not requiring hospital stay, we will assist in finding and booking suitable accommodation for you close to the medical facility / doctor, at a budget which has been approved by you.

**Q .16)Is it true that world-class dental treatment, cosmetic surgery, ophthalmic (eye-related) treatment is available in India at a fraction of the cost than in most other countries ?**

**Ans:-**Yes, this is true. Today, India boasts of world-class professionals in the area of dental, cosmetic and ophthalmic treatment. In most other countries, treatments for these conditions are excluded from health insurance and are prohibitively expensive. In India, these services are available at a fraction of the costs prevailing in the western world.

**Q .17)If I want to be treated by a doctor or at a hospital, which is not on your Associate list, can "GTS structure a package, take appointments etc.? What would I need to pay for this service ?**

**Ans:-**At times, you may want to be treated by a doctor and at a facility which may have been recommended to you by others - you can still avail of our services in planning for your medical treatment. We will assist in getting the necessary appointments, cost packages, finding you suitable accommodation, local transport etc. A one-time service charge will be payable to us as service charges.