

Elzbieta Kania

Languages:

Polish, German, English, Russian

Phone: +49 9131 85-46741

Fax: +49 9131 85-34781

international@uk-erlangen.de

Marwa Selim

Languages:

Arabic, German, English

Phone: +49 9131 85-46835

Fax: +49 9131 85-34781

international@uk-erlangen.de

Marina Barakh-Chayka

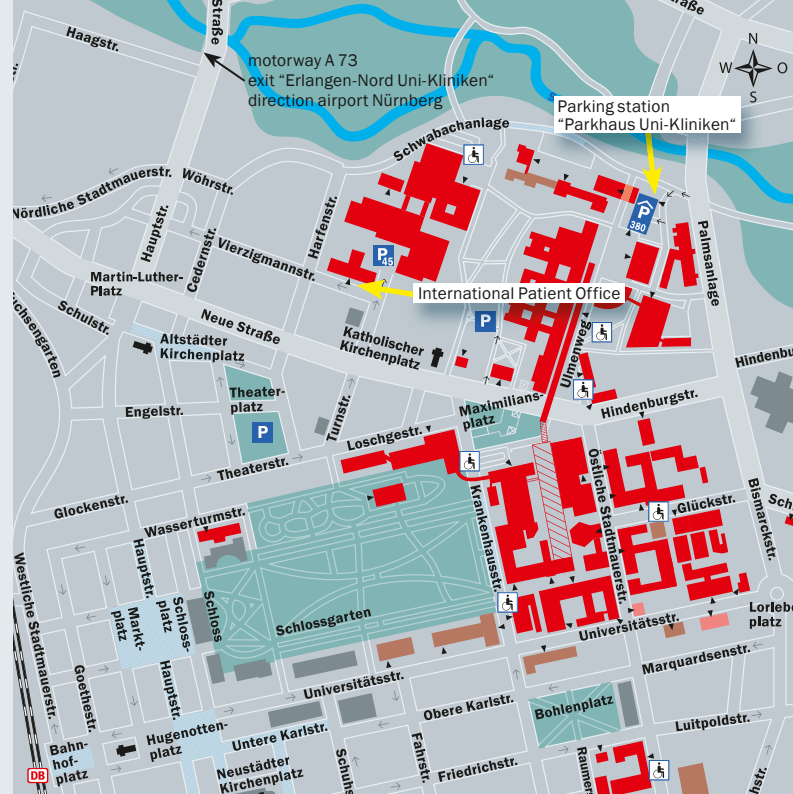
Languages:

Russian, German, English

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Fax: +49 9131 85-34781

international@uk-erlangen.de



International Patient Office

Kaufmännische Direktion (Fd)
Vierzigmannstr. 28, 91054 Erlangen
www.uk-erlangen.de/en/international-office

Phone: +49 9131 85-46741

Fax: +49 9131 85-34781

international@uk-erlangen.de

Office hours:

Mo – Thu 9.00 am – 3.00 pm

Fri 9.00 am – noon

International Patient Office



Dear Sir or Madam,
Dear Patient,

with the International Patient Office taking care of all your administrative issues, you can completely focus on your recovery.

We accompany you from your first enquiry up to the final invoice, give you our advice and support every step of the way, take over all organisational issues regarding your stay in our university hospital and provide you with practical tips and assistance. Our service is naturally free of charge. It is important to us that you feel comfortable in our clinic – especially when you are ill and far away from your homeland and family.

The Universitätsklinikum Erlangen is situated in the south of Germany: via the airports Nuremberg, Munich and Frankfurt/Main and the high-speed rail routes of the Deutsche Bahn you can reach the medicine city Erlangen fast and comfortably.

With its 43 departments and seven institutes the Uni-Klinikum Erlangen encompasses all fields of medicine. The latest scientific knowledge in medical research as well as the most modern equipment is used in diagnosis and therapy. More than 7.500 motivated employees are engaged every day for the benefit of the patients.

The university hospital is situated in the city centre, which is extremely convenient for the patients and visitors. The hospital's buildings lie mainly on the garden of the margrave's palace and just some steps away from the vibrant pedestrian zone with lots of small shops and comfortable pubs.

Our services

- processing of treatment enquiry: consulting the appropriate medical department for a treatment suggestion
- issuing a cost estimate of treatment expenses in German or English
- collecting and holding in trust the advance payment of costs until the final invoice has been issued
- administrative support of patients preferably in their mother tongue
- supervision of cost behaviour during treatment
- issuing a final invoice
- prompt refund in case of overpayment
- on demand: assistance in visa application and visa extending
- on demand: organising transportation to/from the airport (in case ambulance is required) and assistance in finding suitable accommodation, interpreter or translation services

In case you are considering treatment at the university hospital or wish therapy planning based on your medical records, please do not hesitate to contact us.



Treatment enquiry

When sending us your treatment enquiry*, kindly note that we are only able to process it when the enquiry is sent in German, English or Russian.

Important!

We require copies of the following medical documents to enable us to provide treatment recommendations and the cost estimate:

- mandatory: latest medical report
- medical imaging
- laboratory results
- oncology patients: histology report, treatment plans/radiation treatment protocols of previous treatments

The medical documents have to be

- in German or English,
- up-to-date (not older than three months) and
- informative (for example: current status of the patient, last treatment, principal diagnosis and further conditions).

*Owing to technical circumstances, e-mails sent from your PC to the e-mail address international@uk-erlangen.de are unencrypted. This means that it is theoretically possible for unauthorised persons to read the transmitted data. We therefore advise you against sending medical information by e-mail and recommend using either the post or sending the information by fax.