International Patient Office

Kaufmännische Direktion (Fd)
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Office hours:
Mo – Thu 9.00 am – 3.00 pm
Fri 9.00 am – noon

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Dear Sir or Madam,

Dear Patient,

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.