



INTERNATIONAL PATIENT MANAGEMENT

→ ENGLISH

Formalities and Finances Formalitäten und Finanzen

Information for international patients and their relatives

Eine Information für internationale Patienten und ihre Angehörigen

Credits

Publisher

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Welcome!



You have decided to be treated at the University Hospital of Muenster. We can assure you that in all branches of medicine – from obstetrics to intensive care – experienced doctors with excellent professional training as well as highly qualified nurses will care for you.

So that your stay with us can run smoothly, you must comply with a few formalities with respect to the application procedure, the costs, and the stay itself. This brochure provides you with the necessary information.

The staff of the UKM wish you all the best for your stay and a speedy recovery.

Prof. Norbert Roeder, MD
Medical Director

Dr. rer. pol. Christoph Hoppeheit
Commercial Director

Michael Rentmeister
Director of Nursing

Organizational Matters and Finances

If you, as a patient from abroad, want to be treated at the UKM, then the Office of “International Patient Management” is your number one contact.

What we offer you

The University Hospital offers patients with non-German citizenship who come to us from abroad outpatient and/or inpatient treatment on a university level. This can include all services which correspond to the care-taking mandate of the UKM.

The treatment covers all necessary medical care as well as the diagnosis and treatment of complications which may arise during one’s hospital stay. Treatment by a third party after the conclusion of outpatient and/or complete inpatient services is not a constituent part of the treatment we have been commissioned to provide.

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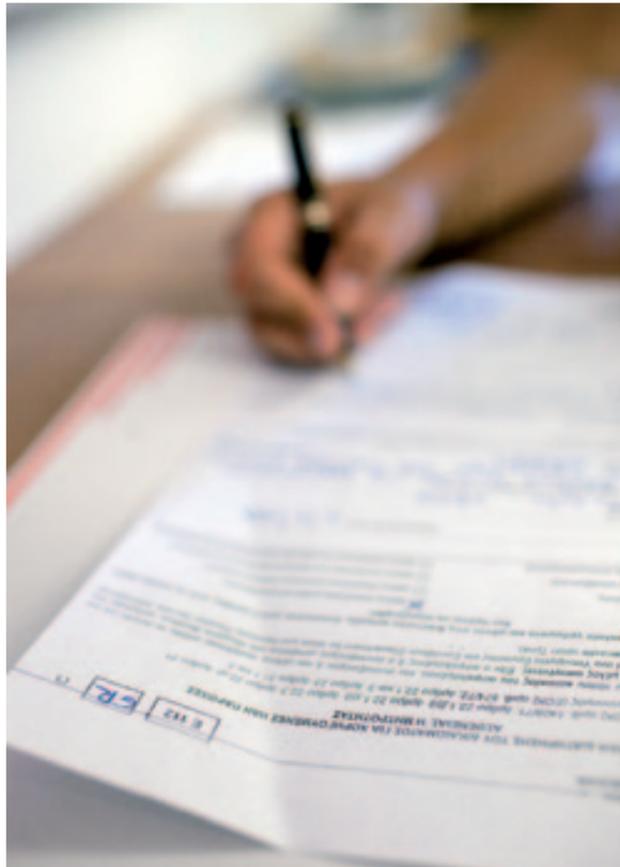
Your Contact

Every year hundreds of patients from all over the world receive medical treatment at the UKM. Our experience in dealing with this group of patients is therefore quite extensive. From an organizational standpoint, these interactions are coordinated by the Office of “International Patient Management.”

As a patient from abroad you will find committed and considerate contacts among the employees of the office who will advise you and care for you. Even before your actual stay in Muenster the department coordinates all organizational, financial, and inner-clinical procedures.

This includes, among other things, an estimate of costs, advice about the formalities for entering Germany, coordination of appointments, help with accommodations, arrangement of the services of an interpreter, etc. You can make contact in German or English by telephone or e-mail.





Application

To apply for treatment at the UKM you or a trusted individual you have authorized should contact the Office of “International Patient Management.” When inquiring, please describe the goal of the treatment or the diagnosis of your attending physician. In order to make our decision about treatment we need the following documents in German or in English:

- Admission diagnosis and the necessary treatment (information from pre-treatment doctors); alternatively, prior diagnostic findings and descriptions of the clinical picture can be sent if the diagnostic investigation up to this point in time has not yet established a diagnosis.
- Personal details about the patient (complete name, street address, place of residence, date of birth, telephone number, e-mail address, passport number and expiration date).

- Information about the attending medical specialist from the relevant country (name, hospital, place of practice, e-mail address, telephone number) or information about the relevant family doctor (name, place of private practice and telephone number).
- If applicable, name, telephone number, and e-mail address of the authorized contact or of the referral agency.
- If a referral agency is entering into the contract, then the patient’s authorization, written in German, must also be sent to the UKM.
- Indication of the wish to be treated by a head physician.
- Indication of the wish for a particular kind of accommodation (single room or twin-bedded room), which will be fulfilled if space is available.
- For a possible reimbursement of amounts left over from the advance payment, international bank account information must be provided (IBAN number and SWIFT/BIC code).

Treatment decision

As soon as all the documents mentioned above have been submitted, the UKM will decide whether treatment seems appropriate from a medical point of view and whether it will admit the patient or not. Immediately after completing its examination of the information, or at the latest within 5 workdays after receiving the inquiry, the UKM will communicate its decision to the patient or his/her authorized representative in writing.

Estimate

Together with a positive decision about medical treatment at the UKM, the UKM will send an estimate of the costs, which is based on a provisional treatment plan, and a treatment contract.

If a third party will be covering the costs, this must be confirmed in writing. The UKM will hold the offer of a treatment agreement open for a period of three months.

Advance payment

Only after the amount of the precalculated treatment costs has been paid to the account of the UKM, will the UKM issue a written invitation to come to Germany and specify a treatment date.

Account Information

recipient	Universitätsklinikum Münster
account number	0138 842
bank	Deutsche Bank
bank code (BLZ)	400 700 80
IBAN	DE42400700800013884200
SWIFT	DEUTDE3B400
reference	name of patient, invoice no.

Accounting System

There are different accounting procedures according to the country of origin.

Citizens of countries outside Europe – self-paying patients

Outpatient and inpatient treatments will be charged on the basis of the German accounting system for patients with statutory health insurance.

Citizens of countries outside Europe – private patients

Outpatient and inpatient treatments will be charged on the basis of the German accounting system for patients with private health insurance. Additional services such as treatment by the head physician, single room, etc. are included here.

Citizens of the European Union

Within the framework of the mutual recognition of health insurance benefits, citizens from member states of the EU can be referred to the UKM by a physician in private practice. Moreover, one can request an E-112 certificate from the health insurance company in one's native country. Within the framework of optional service agreements patients can utilize additional services. The patient is responsible for the cost assurance.

Invitation

After it has received the entire amount on its account, the UKM will send you an invitation for medical treatment. You need this invitation so that you can apply for a visa for your stay in Germany at the appropriate embassy of the Federal Republic of Germany.

Admittance to the UKM

As soon as the visa has been issued and a treatment date has been set, the patient can be admitted to the UKM. The admission diagnosis of the patient is established by the attending physician in the UKM. This doctor informs the patient about the course of treatment and conducts a risk-assessment briefing.

Discharge

Upon completion of the treatment the patient gets a detailed discharge summary, written in German, which contains the relevant medical information. In addition, the summary includes information about the medications which are common in Germany and were administered to the patient along with the specification of their active agents. It also provides information about the necessary follow-up treatment in one's native country.

Final invoice

After treatment has been completed, the patient will receive a final invoice on the basis of the German accounting system. Additional services which were used by the patient are listed separately. For organizational expenses a lump sum of 10% of the fee for medical services is charged. Overpaid amounts from the advance payment are refunded.



Service

Additional services for our patients and their relatives are very important to us – so that your stay with us is as pleasant as possible.

Interpreter

If desired, the UKM will arrange for an interpreter who will be available during the treatment phase for oral and written translations from one's own language into German and the other way round. In the case of medically relevant consultations and briefings before operations or invasive procedures it is mandatory to bring in a certified interpreter. The patient himself/herself bears the costs for the interpreter provided by the UKM.

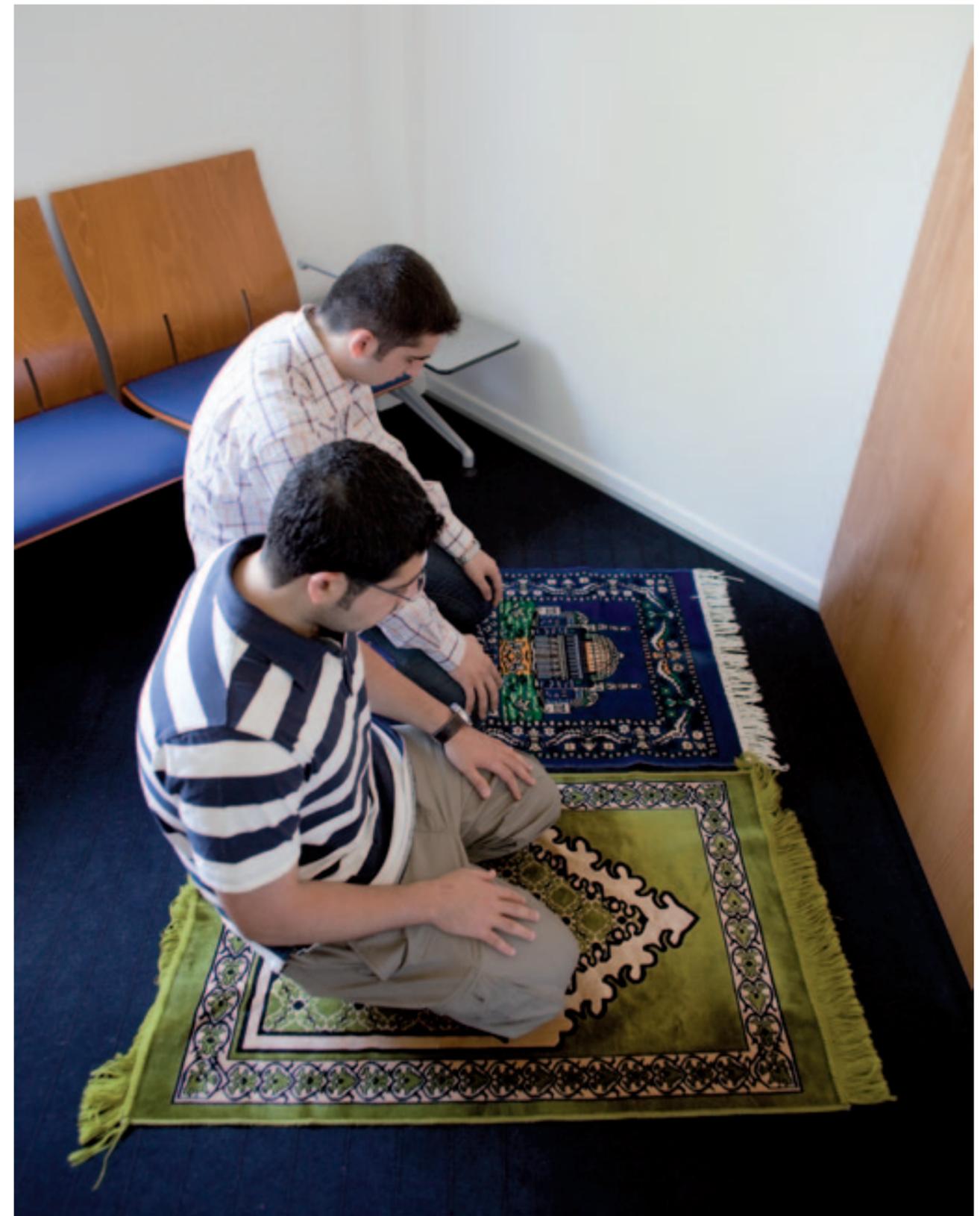


Accommodations

Upon request, the UKM will organize the accommodation of companions in suitable apartment complexes or nearby hotels. The UKM has cooperation agreements with many hotels and has negotiated special conditions with them. Provided that space is available, a companion of the patient can be accommodated in the UKM with the patient, if desired. The admittance of a companion to the UKM comes into question in particular when patients are under age. Patients themselves bear all accommodation costs for companions.

Meals

If desired, the patient's meals can be ordered in compliance with religious dietary laws or according to culturally determined eating habits. The special food preferences have to be paid for by the patient himself/herself as an optional service. If a third party is bearing the costs, the settlement of optional services must be confirmed in writing by them. If desired, companions can make use of the catering service of the UKM if they cover the costs themselves.



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