

#### <u>Critical Information Every Foreign Patient Needs to Know</u>

#### How is the cost of Medical Procedure determined?

The cost of medical procedure depends on a variety of factors. Here are some most common ones:

Need of diagnostics - other than cancer cases, most diagnostic packages are part of the package. Number of days stay in the hospital, ICU days in hospital, use of blood products, High end implants used during the surgery, use of special medical equipment's and modalities such as Robots, cyber knife, gamma knife, Hours in Operations theatre, Hospital chosen.

## What all services included in the Treatment Package?

Most common inclusions and exclusions are clearly listed when giving cost estimates for medical procedures

**Included:** Cost of hospital room, Operation theatre, Surgeon fee, Assistant Surgeon Fee, Anaesthetist, Consumables and medicines

**Excluded:** Consultation with another department/ speciality which is unrelated to the medical procedure, use of special equipment's to tackle certain viral infections such as HIV, Hepatitis C etc., unplanned increase in ICU days/ extra days in room than mentioned in the cost estimate.

#### Is there any other cost which may occur and I should be prepared for it?

DEXIM Healthcare aim is be informative and transparent, not all costs can be covered - post surgery medication, need for physiotherapy/ rehabilitation after surgery can sometimes come across as unplanned expenses. Based on our prior experience, the cost estimates given are accurate in most of the cases but be prepared for 10-20% price difference in the unforeseen circumstance. Doctors can give the estimate based on the information and medical diagnosis shared by patients from home countries. When the information changes upon fresh investigations in India, the cost of treatment may vary

#### How can I get an accurate estimate for my Medical Treatment?

You can adhere to some procedure to receive accurate estimates from doctors. Please share detailed health history of the patient to capture the treatments taken, investigations done, length of disease etc. Please share all those details accurately to the best of your knowledge. Your medical reports should be recent - preferably less than 3 months old and not more than that. Get the Medical Test done in your home country which is prescribed by the Doctor during the Video Consultation. Submit the Report before leaving your home country to us and well in advance reaching to India.

# Can I get Mediclaim insurance, financial support or payment plans for my Medical Treatment in India?

Unfortunately, any of the above options are not given in India. It is recommended you to check for financing or payment plans with your Insurance Provides, local banks and financial institutions in your home country.

### What should I do if I receive a lower cost estimate from some other country?

When evaluating expenses among various service providers, it's essential to strive for the most comparable analysis possible. For instance, contrasting the fees of a premium tertiary care hospital with those of a small nursing home necessitates an awareness of the potential risks associated with care quality and inferior clinical results. Fortunately, DEXIM Healthcare collaborates with over 100 top-tier hospitals to help identify a price that aligns with offers you might have received internationally. Our role involves assessing the necessary infrastructure to handle your case, allowing us to suggest an alternative facility while still maintaining acceptable clinical outcomes.

#### Does the treatment package include Travel & Accommodation?

Yes, DEXIM Healthcare provides complete healthcare services where we cover Travel, Accommodation, Visa, Local Logistics support services. So that patients and their relative doesn't have to bothered about anything else and they can focus on the treatment.