

PREMIER HEALTHCARE GERMANY

Access to world-class medical care



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Destination Germany

Worldwide, the number of patients looking for high-quality and reliable medical care is growing strongly. Patients are becoming increasingly aware of the differences in quality between various providers of the same medical treatment, so they are no longer limiting their search for treatment to within their own national borders. For this group of patients, Germany is a popular choice. It has a large number of specialized hospitals, the overall level of care is traditionally excellent and the prices are competitive.

The country has an impressive international reputation and each year thousands of people from all over the world travel to Germany to benefit from its state-of-the-art medical facilities and treatments.

Many highly respected German hospitals have extensive experience in treating international patients, but they do not have the necessary support structure in place to fully meet those patients' needs. Patients traveling from abroad for medical treatment require a different kind of

preparation, personal support and after-care than people who live in Germany.

In their search for effective medical care people are often confronted with high costs, inadequate services, complex processes and long waiting lists.

Premier Healthcare Germany puts high-quality German healthcare within reach for a broad group of international patients, each with their own treatment needs and cultural expectations.

We have access to virtually any hospital in Germany. The patients we represent receive top-class treatment, as comfortably and conveniently as possible and at a competitive price. They can fully focus on their recovery, knowing that they are receiving the right treatment, that all medical arrangements will run smoothly, that their journey has been prepared well and that the financial aspect is taken care of.

Optimal medical treatment

Premier Healthcare Germany works with a carefully selected network of leading hospitals, clinics and medical specialists. Thanks to the hundreds of patients we coordinate each year, our customers benefit from optimal logistics, communication and financing arrangements. We guide the patients through the complex medical maze. We act as an intermediary between doctors and patients to optimize the communication process and we ensure that the patients are treated in top-quality hospitals. We focus on organizing optimal medical treatment within the agreed budget.

Pleasant and reassuring

The employees at Premier Healthcare Germany speak the customer's language and also understand their culture. Furthermore, they have all the necessary expertise to communicate with the medical specialists at the right level.

Specialized medical treatments

Premier Healthcare Germany is specialized in arranging essential medical treatments, preventive check-up programs, rehabilitation and diagnostics. Our work is primarily focused on cardiology, cardiovascular surgery, oncology, neurology, neuro-surgery, trauma and orthopedics, spine, pediatrics, urology & gynecology.

They form the professional link between international patients and German hospitals.

Our case management approach bridges the gap between doctor and patient. Our case managers gather the required medical input to ensure adequate medical preparation, facilitate communication between specialists and patients and keep a close eye on the overall coordination of the process. Our case managers often come from the same countries or cultures as our customers, which makes working with Premier Healthcare Germany a pleasant and efficient experience for all concerned.

Independent and reliable

Premier Healthcare Germany is an independent company; we do not receive commission from hospitals or other healthcare organizations. More and more hospitals recognize and appreciate our flexibility and reliability, and are therefore outsourcing the coordination of



international patients to us. We are preferred partner of the Asklepios Group: one of Europe's leading private hospital operators with more than 26,500 beds. We have already successfully arranged and supervised treatment for hundreds of patients at various Asklepios hospitals. They know that they can depend on us to coordinate their international patients with the utmost care and attention.

Efficient treatment

International insurance companies, clinics and healthcare authorities ask Premier Healthcare Germany to handle the coordination activities because they are assured of the patients receiving the right treatment

and of the travel and accommodation arrangements being organized as efficiently as possible. That results in lower costs and higher customer satisfaction, to the benefit of everyone.

Cost savings

Working with Premier Healthcare Germany delivers proven cost savings. Thanks to our efforts, the investment in our fee is recovered quickly and profitably. We have in-depth knowledge of the German healthcare market and its (DRG) reimbursement system. The result is not only effective planning and smooth-running support but also substantial cost savings.

“ I'd been short of breath for some time and I was looking for treatment for my lungs. During the pre-examination that was arranged on Premier Healthcare Germany's initiative, it turned out that the problem wasn't with my lungs but with my heart. My contact person at Premier Healthcare Germany found a specialized clinic at very short notice where I could receive treatment quickly and effectively. Furthermore, they took care of the financial arrangements with the insurance company on my behalf and they organized my trip very efficiently. After my rehabilitation I will be able to lead a normal and healthy life again.”



Why choose us?

✔ **Choose from a large number of German hospitals**

As an independent company we collaborate with a large number of hospitals. This enables each patient to make a better choice based on quality, price, location and service.

✔ **We open doors which would otherwise remain closed**

We align our approach with the hospital processes. This enables us to offer international patients access to hospitals which would not normally be an option for them.

✔ **Good preparation is the foundation of our approach**

Professional preparation before an international treatment ensures well-planned and smooth-running arrangements.

✔ **Dedication and experience**

We have been providing this service for years to the satisfaction of patients, hospitals, insurance companies and government authorities.

✔ **Extensive network**

We work with an extensive network of hospitals and we can often communicate directly with the doctors. This results in faster access to specialist care.

✔ **Bridging the culture gap**

Thanks to our multicultural team we succeed in bridging any culture gaps between Germany and the patient's home country.

✔ **Case management**

Premier Healthcare Germany's professional case management helps insurance companies and governments to save internal organizational costs and optimize their service to customers locally. Rather than incurring extra costs, our involvement generates a bottom-line saving on medical treatments.

✔ **Open and honest**

We always tell patients the whole story and we only set to work for them if we truly believe that medical travel to Germany is worthwhile.

Our process, step by step



1. Conducting a detailed medical case assessment before the patient sets out on their journey. Based on the patient's medical file and an extensive examination, we gain a thorough insight into possible treatments, hospitals and patient-specific wishes.



2. Communicating with the relevant doctors about possible treatments and treatment plans.



3. Preparing a reliable cost estimate including the patient's wishes and their medical details.



4. Planning and organization of medical treatments including all associated aspects such as transport, translations and assistance with the visa application.



5. Supporting patients during their appointments with medical professionals and during their stay in hospital.



6. Assisting in the case of calamities or any changes to the treatment plan.



7. Coordinating the aftercare upon the patient's return home.



8. Full financial coordination and cost control.

“ Our daughter is back home safe and well following treatment in Germany. Premier Healthcare Germany ensured that she could be treated in a specialized hospital at very short notice, and that one of us could accompany her during the treatment. We're now one big happy family again!”



About Premier Healthcare Germany

There are so many patients who are looking for essential medical treatment abroad and yet there are so many obstacles in the way of them accessing German hospitals. A number of insightful entrepreneurs realized there must be a way to improve that situation. They set out to remove the obstacles that restrict access to care in Germany for people that come from other countries.

Thanks to the combination of their extensive knowledge of the German healthcare system and people's confidence in their expertise, the first international patients were successfully coordinated in 2010. Premier Healthcare Germany GmbH was born.

Since then, Premier Healthcare Germany has firmly established its name as a

pioneering, independent company specialized in organizing medical treatment and diagnostics in Germany and neighboring countries. Since Premier Healthcare Germany is not a hospital we do not provide medical treatment ourselves. Instead, we facilitate access to high-quality and yet affordable care in Germany.

Our company is headquartered in Hamburg, from where we coordinate medical treatments within Western Europe. We opened our Dubai office, serving customers and partners in the Middle East, in autumn 2015.

The people in our Premier Healthcare Germany team are all experienced and competent professionals with extensive knowledge about the availability and quality of medical care in Germany. Our employees speak German, Arabic, English, Chinese and Dutch.



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