



INTERNATIONAL PATIENT SERVICE



A warm welcome!

PRO HEALTH COMPLETE CARE SERVICE GMBH (PH-CCS) wants to ensure your stay is as pleasant as possible. On behalf of the RINECKER PROTON THERAPY CENTER (RPTC) and the DR. RINECKER SURGICAL CLINIC (CKR) we offer you exclusive care and support service.

As the RPTC and / or the CKR are your contact partner for your medical needs, we, the PH-CCS, can further organise everything else if requested. We take the time to consult with you closely, paying special attention to your personal needs in order to attune your stay to your therapy plan. We will then submit an all-inclusive cost estimate according to the complexity and length of your stay and the number of people accompanying you. Your personal advisor will guide you through your stay with us and will be at your service at all times. This will allow you to fully concentrate on your treatment and recovery.

Once you decide for the full service offer of COMPLETE CARE, we will be at your service from the very beginning and planning stages throughout the course of your stay. We will assist you in coordinating your travel arrangements, translating your medical reports, assist with any formalities upon your arrival, and will personally ensure that your hotel room satisfies your needs and fulfills your expectations. We will also help you reach your treatment sessions on time. In addition, we can advise and coordinate your selection of leisure activities. No matter which services you decide to use – the translation service, limousine service, secretarial service, personal trainer, security etc. - we will ensure you and your companions will feel at ease and worry-free.

If you opt for our service or need further information, please fill out the COMPLETE CARE preliminary registration form and send it either directly to us or to the RPTC together with your medical documents. We will contact you as soon as your indication for therapy is confirmed. It goes without saying, we are also at your service for individual service options on-site and at short notice.

We would be very pleased to assist you during your stay here in Munich.

Sincerely yours
Ursula Friedsam and the
PRO HEALTH COMPLETE CARE SERVICE TEAM



Ursula Friedsam
Managing Director



A GREAT FEELING
TO BE TAKEN CARE OF





TRANSLATION SERVICES

- Interpreter and translation services

To guarantee the correct interpretation of your medical reports and consultations we cooperate exclusively with certified interpreters, translators and / or doctors who are familiar with the subject area.

- Assistance in your native language

If none of our employees is fluent in your language, we carefully select the corresponding host for you. You alone decide on the extent of the assistance and the services you require from your assistant.

- Contact with a doctor who speaks your native language

RPTC medical reports can be provided in German and English. If required, we can usually arrange for a native speaking doctor to translate your medical documents.



TRAVEL ARRANGEMENTS

- Airline flight or private jet charter

We will gladly assist you with the planning of your travel arrangements. We can arrange the requested flight or private jet charter, if necessary with medical assistance.

Upon request, a private limousine will collect you from the airport. Our driver will meet you in the security area to assist with your luggage and drive you safely and discreetly to your hotel. Special services such as pickup directly at the aeroplane, use of airport VIP area and security services are available as well.

- Train

Train tickets and limousine transfer to and from your hotel can also be arranged through us.



- Limousine service

Enjoy the comfort of our exclusive limousine service. Our driver will collect you at your home and will return you there safely at the end of your stay. Your luggage will be the responsibility of your driver.

- Visa service

If required, we will prepare and send all necessary documents for your visa application. Please note that you must have travellers' health insurance in order to obtain a visa.

- Travellers' health insurance

If you are not yet insured elsewhere, you can take out an insurance policy with us.



HOTEL

Do you prefer the amenities of the GUESTHOUSE AT RPTC or do you have other accommodation preferences? Regardless of which option you choose, we will find something that matches the needs and desires of you and your companions.

In addition, we offer:

- Secretarial service
- Personal host
- Security service



LIMOUSINE SERVICE / CAR RENTAL

• Limousine – Shuttle service 'Hotel – RPTC – Hotel'
If you have decided not to stay at the GUESTHOUSE AT RPTC we recommend our reliable Limousine shuttle service. Your personal driver will meet you at your hotel to make sure you are on time for your daily treatment appointments.

- Full limousine service during your stay
- Sightseeing trips
- Car rental

Please enjoy the comfort of these services. If you consider car rental, please make sure you consult with your doctor in advance about your driving capability.



SPORTS, CULTURE AND LEISURE

We will be delighted to help you pursue your interests and hobbies when organising leisure activities. We will also be glad to assist you with the coordination of wellness and beauty treatments or the selection of a personal trainer.

We are at your disposal with our expert knowledge to assist you in planning your stay in rehabilitation or for sightseeing trips and vacations in the region (Bavarian lakes and castles, Salzburg, etc.).

OUR MISSION:
TO ANTICIPATE
YOUR EVERY WISH.
EVERY DAY.



CHILDREN

The wellbeing of your loved ones is of particular importance to us. We respond to the personal likes and wishes of each child and ensure that they are entertained with exciting suggestions for leisure time and excursions.

COMPLETE CARE PRICING

If you require additional services or if you are arriving from another country, we recommend our COMPLETE CARE PACKAGE. Please rest assured, though, when booking individual services we will give you the same level of care and pay attention to your specific needs.

Pricing for individual services are listed in our price list. When booking the COMPLETE CARE PACKAGE you will receive a personalized estimate which will include all services offered by the PRO HEALTH COMPLETE CARE SERVICE GMBH as well as a separate estimate for medical costs.

MEDICAL COSTS

The costs of medical treatment are entirely independent upon the services rendered by the PRO HEALTH COMPLETE CARE SERVICE GMBH (PH-CCS). These are listed in the RPTC cost estimates, as well as in those of the DR. RINECKER SURGICAL CLINIC.

Due to the very complex German clearing and settlement system (DRG) for flat rate payments and the current scale of fees for physicians (GOÄ), cost estimates of the DR. RINECKER SURGICAL CLINIC are usually only approximate estimates of the anticipated medical costs. The final payment may thus vary to some degree. Should the estimate be higher than actual costs, any credit will of course be refunded.

We handle the payment for you, and we pass the RPTC flat-rate treatment prices as well as prices for any additional treatment sessions on to you with no additional charges.

INVOICING

The pre-registration form is non-binding. It does not become binding until you have received and approved our estimate.

Payment of the entire contracted amount may be required upon booking the service (depending on the availability of insurance approval). You will receive weekly invoices for any additional costs during your stay.

Bank account:

Deutsche Bank München

Account No. 205 9194 00

Bank Routing Code 700 700 10

SWIFT CODE: DEUTDEMM

IBAN: DE52 7007 0010 0205 9194 00

Tax no.: 821/33348

VAT ID: DE236912777

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RINECKER PROTON THERAPY CENTER
DR. RINECKER SURGICAL CLINIC

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